

A QUARTERLY NEWSLETTER FOR MEMBERS OF THE ENTEGRA COACH OWNERS ASSOCIATION

THE PREMIER ENTEGRA DIESEL COACH OWNERS ASSOCIATION



Featuring

- Upcoming Events
- Technical Hints & Information
- Recipes for the Coach Life
- Regional Activity
- And more

- Travel Supreme
- Insignia
- ➢ Reatta
- Reatta XL
- Aspire
- > Anthem
- Cornerstone

October 2023



ECQA

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Did you Know?

The Entegra Coach Owners Association celebrated its **10th Anniversary** this year; **August 31st** to be exact.

Your ECOA Officers

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President's Corner

Pat Bauer – President ECOA

Changing Faces in RVing & Camping

Since the Covid surge in RV sales, production in the RV world seems to be returning to more or less normal, with the exception that some of those sales are now being offered on the used RV market. The good news at Entegra Coach is that sales, while down, are still good, due to their effort to "right size" production to demand. They are ahead of the curve as sales return to more or less pre-Covid levels.

The RV industry continues to consolidate under fewer and fewer conglomerates, both in the servicing dealerships and in industry suppliers. This is challenging to manufacturers as supply-line contracts have to be renegotiated. Similar trends seem to be developing in the service sector as the demand for skilled RV techs has skyrocketed with the Covid surge. It appears many dealer shop rates are approaching \$200/hour. Needless to say,



the expectation is a surge in both retail and service prices. This might be a good time to look to the Mobile Tech service sector for routine maintenance needs as shop rates soar.

It's also no secret that the demand for campsites has challenged all of us to more thoroughly pre-plan our travels. Demand at the National Parks has even forced us to get "admission tickets" well in advance. Pre-booking campsites tests the freedom loving nomads among us. locking our travel into more rigid schedules, taking away some degree of flexibility and creating stress as we try to make our next stop on time. While some new campgrounds and resorts are coming online, lots of the camping inventory is being snatched up by large operators as the venture capitalists gobble up mom & pop's and upscales alike. Often these management companies have little or no experience in the RV lifestyle and so they are just profit centers managed in boardrooms in cities while they raise prices and squeeze out more profit. More and more, when we go in to register, we are seeing overbearing rental agreements that look like multi-laver liability insurance protection contracts. Indeed, for ECOA this trend has made it more and more challenging to contract resorts for rallies, and forcing us to plan years in advance for these events.

All of that State of the State stuff said, the charm of RVing still plays to our dreams and hearts, harkening back to the classic Lucy & Desi movie, "The Long Long Trailer" wherein they had no experience and no plan whatsoever...just like a lot of us! The lifestyle is here for us still!

We just have to plan a bit earlier and maybe dig a bit deeper than we used to!

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From The Editor's Desk

Ed Prins – eprins@icloud.com

It's the end of summer travel and the beginning of leaf peeping season, which involves traveling to areas with beautiful fall foliage. According to an interactive map by Smithsonian Magazine, fall foliage season began on September 4 and will end on November 20. Some of the best places for leaf peeping include the High Sierra in California, the Ozark National Forest in Arkansas, and the Skyline Drive in Virginia. Next for some of you is Snow Bird season and your annual trek to warmer Southern climes. Finally, for some of our readers it's time to winterize your coach. If that's the case we hope our newsletters keep you warm and primed to prepare your coaches to roll again by the time the Spring Thaw calls you back to the road.

Rally Ho' – Upcoming Events

Please check the club website for upcoming rallies. You will need to login and register for the rally of your choosing. Waitlists will be available if the rally is at capacity. Once you register you will be sent an electronic invoice. This invoice needs to be paid within two weeks or your spot will not be held. This change allows others to register to attend.

ECOA Tentative Rally Schedule for 2024

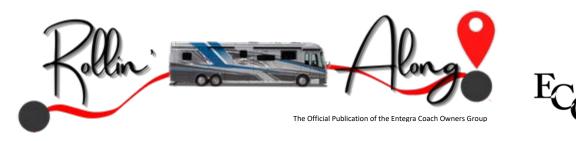
- Tampa Super Show-Tampa Fairgrounds January 16-21, 2024
- Quartzsite Gathering, Quartzsite, AZ January 19-28, 2024
- FMCA Spring Rally, Tucson, AZ March 19-23, 2024
- The Big Easy Rally, New Orleans LA April 15-19, 2024
- Hearthside Grove Erie on the Lake, OH May 6-10, 2024
- Entegra Homecoming, Goshen, IN May 14-17, 2024
- FMCA Family Reunion, Redmond, OR August 13-17, 2024
- Summerfest Rally, Talona Ridge, Ellijay, GA September 23-27, 2024
- Albuquerque Balloon Fiesta Rally October 9-13. 2024

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Random Adventures, Reflections, and the Price of Beans

Pat Bauer – President ECOA

A two-month voyage. 14 states and provinces. Days upon days in the pilot's seat. Boredom. Random thoughts. Eyes discover, observe, surprise, and delight. Wonder! Constant internal conversations. Attending to Detail. These are experiences of the pilot, the captain, the driver.



It was a wonderful trip, some of it off the major interstates. Our magical world seems timeless and constant...Oh My! The mountains, valleys, plains, forests, lakes, and farms. How beautiful and ageless. At times, it's humbling and occasionally makes you feel small and insignificant in its grand scale. Driving the surface streets through small towns seemingly growing ever smaller and occasional cities vibrant with growth and ever the push of population growing larger. Our world seems transient and ever changing, leaving mankind's fingerprints everywhere and always the ever present will to tame, create and modify to our needs. Juxtaposing one against the other is a constant internal maelstrom of conflicting thoughts and emotions ranging from depression to wonderment to revelation as you drive kilometers and miles and days.

Indeed, the planet is at one and the same time both constant AND changing. Our world is a force of nature, its timelessness embraced, and we are grateful; indeed, we depend on it. Mankind is also a force to reckon with, as we observe countless efforts to provide for the necessities of sustaining life on this rock: mile-long mega-fields, groomed, planted, and harvested by a solitary farmer using GPS-driven mega machines in perfectly coiffed rows right next to the NEW kinds of farms, Wind and Solar. The reflections begin to pile up day after day and you feel like conclusions may be right around the corner.

But they never come. Tomorrow again floods you with the new and the old, the natural and the transformed, the quaint and the majestic...new reflections and distractions hour after hour and at the end of the day, a few more miles down the road.

These are some of the magical moments we RVers are privileged to experience during our travels throughout this magical land, and the admission price, though steep, is in my mind worth every penny.

And then we arrive at our destination, WHEW! A Rally with our friends. Come join us sometime. Let the party begin!

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The Retirement of an Entegra Family Icon Redux

Below is the retirement speech that Joyce Skinner delivered to the assembled group of Entegra owners at homecoming last May.

When we're young, we really never stop to think much about retirement – we think about making a living, helping in providing for our family and just getting by. Those days turn into weeks, weeks into months, months into years and, suddenly, before you know it, 40 years have gone by. I can't believe that as I stand here today, that time has come for me.

As I look back on those years, I realize more and more how truly lucky I have been and I know I've been blessed much more than I deserve. It really never seemed like work to me – I enjoyed it too much to consider it that. I just wanted to make a difference and be part of something that I thoroughly enjoyed. When I came on the Entegra side in 2010, I had never worked with motorhomes before so I had a lot to learn. However, I knew how to take care of customers and, after hearing about the vision that the Bontragers had for Entegra, I knew that I wanted to be part of something new and exciting. I could never have imagined then just how much I would come to love every minute of my time spent helping to grow our Entegra family.

To be successful, however, you have to surround yourself with good people who share the same vision so I want to make sure that I take time to thank those that have helped get me to this point, for without them, none of this would be possible.

Although they are not here tonight, I want to thank the Bontrager family for having the vision to build a company that focused on bringing families together. I appreciate all the opportunities given to me and for the faith they had in me throughout my Starcraft days and into my Entegra and Jayco Motorhome days. I will always be grateful.

I would like to give thanks to the team at Spartan who have always been great partners with us and doing what they can to keep these motorhomes rolling down the highways. Not only are you valued partners to us, you have become valued friends as well and I am so thankful that each of you have been part of my journey.

To my team, I don't even know where to begin – Jacob, Don, Mike, PJ, I could never have gotten through these last 13 years without you guys. Thank you for always working hard to insure that our customers are getting the best experience we can offer. I owe you all a debt of gratitude for all you have done and what you will continue to do long after I'm gone. Jacob, I'm still trying to figure out how you



are going to fit your size 14 feet into my shoes but I know you will find a way. The rest of my call center team is not present here tonight but believe me when I say, they are awesome - and I am confident that you will be in good hands going forward.



To all my other co-workers here tonight from all different parts of our business, thank you for all you do. None of our jobs are easy but working together for the betterment of our product and for our customers, makes it all worthwhile.

To my family, some of whom are here tonight, (my husband Andy, our daughter Emily and son-in-law, Joe, some of my siblings,) I love you all more than words could ever express. I don't know how I would ever get through this life without your love and encouragement and I am so very grateful for each one of you.

And, lastly, to you, our Entegra owners – serving you has been the absolute best part of my entire career. I believe that every human being has the desire to be seen, to be heard and to feel as if they matter. I want you to know that I have always seen you – you have never been just another name or number on a spread sheet to me. I've heard you when things didn't go quite the way they should and you needed help and, most importantly, I want you to know that you matter greatly to me. It has been said that the greatness of a man is not in how much wealth he acquires, but in his integrity and ability to affect those around him positively.

I hope that I have done that for each of you.

From the bottom of my heart, THANK YOU!

Joyce Skinner: ECOA's Appreciation and Tribute Letter

Dear Joyce,

On behalf of the entire group of Entegra Coach Owners you have served over the years, we are writing this letter to express our deepest appreciation and heartfelt gratitude for your exceptional service as the Director of Customer Service for Entegra. As you retire after many years of dedicated service, we wanted to take a moment to recognize and honor your outstanding contributions.

Under your visionary leadership, the customer service department at Entegra has blossomed into a shining example of excellence. Your dedication to building a great department is evident in the team you have developed and the training programs you have implemented. The team members have not only become highly skilled and knowledgeable, but they also embody the same genuine care and commitment to customers that you have always demonstrated. Thanks to your guidance, the department has consistently provided exemplary customer experiences, leaving us feeling valued and appreciated.

Your extensive availability to all of your customers has been truly remarkable. It has never failed to impress us how you have gone above and beyond to ensure that every customer concern is addressed promptly and efficiently. Whether it was during regular business hours or beyond, you have always been there to lend a helping hand, providing reassurance and solutions to even the most challenging situations. Your unwavering commitment to customer satisfaction is a testament to your professionalism and genuine care for those you serve.

What sets you apart, however, is not just your exceptional customer service skills, but also your unwavering compassion and empathy towards both your staff and customers. You have consistently shown a genuine interest in understanding our needs and concerns, making us feel valued and heard. Your kindness, patience, and willingness to go the extra mile have made a lasting impact



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on each of us. Your ability to connect with people on a personal level has transformed mere transactions into meaningful relationships, creating a sense of loyalty and trust.

Your retirement marks the end of an era for Entegra, and while we are sad to see you go, we are also extremely grateful for the incredible legacy you leave behind. Your dedication and passion have set the standard for customer service excellence, and your influence will be felt for years to come.

As you embark on this new chapter in life, we wish you endless joy, good health, and fulfillment. May your retirement be filled with well-deserved relaxation, new adventures, and cherished moments with your loved ones.

Once again, thank you for your exceptional service and leadership. You have made a significant impact on all of our lives, and your legacy will forever remain in our hearts.

From THE ECOA Family

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Joyce Skinner: Thank You to ECOA

Dear ECOA Members,

Thank you so very much for your kindness and words of appreciation in the letter. I was totally overwhelmed with emotions and cried thinking that I was even worthy of such a gift. Everything I have done for any of you over the past 13 years came from my heart and desire to always do right by all of you and I have no regrets for any of it. You have all touched my life in ways I can't even begin to say and I will cherish each of you always! My heart is so full and I look forward to seeing you again down the road and getting those hugs I always looked forward to.

> I love you all! Joyce

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Technical Hints and Tips

Ken Wurtenberger, VP ECOA

Sometimes It's Operator Error Or Maybe Just A Lack Of Owner Education...

Having been part of the Entegra Family for just over four years now, I can honestly say everyday has been a learning experience with our wonderful Anthem. So many new things to understand, AquaHot, Valid Instrument Dash, TPMS, VegaTouch, Equalizer Jack system, Dish Satellite, Internet connectivity, the list goes on and on.

One item in particular, that gave me fits, is how to properly deploy the Equalizer Jacks to level the coach. We all understand that Entegra requires the coach to be at "ride height" before extending or retracting the slides, so that hasn't been the challenge. Although admittedly, having previously owned coaches from other manufactures who require leveling first, then deploying the slides, it was a bit of a mind shift.

My challenge was that after going through the jack leveling process, one time the coach air bags remained fully inflated, leaving the entry steps so far off the ground a step stool was needed to enter the coach. The next time, the system deflated the air bags and the coach was lowered to the ground making the entry steps easily accessible. Seemed to be no rhyme or reason as to why the air bags deflated this time, then at the next campground the air bags remained fully inflated.

Searching a few Internet forums I discovered various possible solutions to my problem, but nothing that was overly convincing as being a viable solution. Some even suggested to simply use the manual leveling mode and skip the auto level function all together.

During one of my trips to Middlebury, the Entegra team double checked the Equalizer system and confirmed that the system was working properly. After discussing this further with the Equalizer tech, I learned that all the system does is send a 12v signal to the air bag dump values initiating the dumping process. After that, Spartan takes over. So, my next call was to Spartan tech support to learn more about the air bag dump values.

Turns out that Jeremy in Spartan tech support was the man with the answer. To properly utilize the air bag





dump feature when deploying the Equalizer Jacks in Auto Level mode, he said you must wait 2 full minutes after turning off the ignition before beginning the leveling procedures. Guess what, after following the proper procedure, the air bags now properly dump every time when we level the coach using the jacks.

Thinking back, I now realize my downfall was my varying setup procedures; my timing from when the coach engine was shut down before beginning the jack leveling process, sometimes. less than 2 minutes and the next time longer than 2 minutes. This resulted in the inconsistent response from the air bags deflating. Thankfully, it was just a matter of some owner education to resolve the issue.

I suspect some of the more seasoned Entegra owners in our group are already aware of this procedure, but maybe the information will help a newbie like me to consistently lower the coach when implementing the Equalizer Jacks and using Auto Level function.

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Membership Corner Sandy Pas - Vice President ECOA Membership

Welcome to the membership corner. I'd like to talk about being a rally/wagon master. Let's get the hard part out. It does require work. You'll need to reserve the sites, coordinate the vendors, decide menus, calculate the cost associated with the rally, plan the agenda, and just manage the flow of things overall. And doing it all while staying within the guidelines of ECOA. It sounds like a lot, but guess what? It really feels good when you find the right vendors and plan what they will do for the members, seeing it all come together, meeting some members for the first time and seeing old friends. A rally does not have to be large. A small gathering of 10+ coaches is enough to have a rally, depending on the RV park requirements for an event. My first rally was only 17 coaches. Everyone got to know each other.

Our most recent rally was at Normandy Farms Campground Resort. The hospitality and welcome we received from the staff there is beyond belief. We all had a great time. Special members, Joyce & Andy Skinner, were in attendance. We had presentations from Pat Carroll (Entegra Coach), Chris Durgin (SkyMed), Jeff Burkhart (Spartan) and Micro Air. All shared knowledge of their products and suggestions for our motorhomes. We had a great time learning to line dance, enjoying our S'mores night, our welcome dinner to trying our hand at karaoke to whale watching.

This rally was an adventure in many ways since a mechanical issue with my coach left me stuck nearly 200 miles from the rally. Entegra owners to the rescue! Several would be passing in the area, and five stopped to pick me up and my pups.

Our rally theme was "Thar Be Whales," but we almost missed the vessel due to crazy traffic in Boston, MA. The tour company's representative was great and offered to hold the vessel for us for a short time. We made it with



10 minutes to spare. Some of our members even had fun playing Jack & Rose (Titanic) on the high seas. If you are in Foxboro, MA make sure to visit Luciano Restaurant, you will not be disappointed. Big thanks to Entegra Coach for sponsoring Luciano's dinner and to SkyMed for our first breakfast.





our members and the staff at Normandy Farms for making this rally wonderful.

To sum it up, if you have an idea on where to have a rally, reach out to any of the officers of ECOA. I strongly recommend you try it.



We have lots of upcoming events - New Year's Eve in The Keys, New Orleans, Hearthside Grove Lake Erie just to mention a few. If hosting seems like a lot, volunteer to help at one of the planned rallies so you can see what it's like.

Regarding your membership, please utilize the Wild Apricot for Members App available on Apple store for IOS products and Google for Android products. This is a quick and easy way to connect with other members, check your membership status, make changes, see, and register for events. If you have any questions, please reach out to me at membership@entegraowners.com

Safe Travels - #WeAreEntegra

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Thoughts From This Past Summer

Medarda Bauer – Secretary ECOA

Fall is here and I had the opportunity to reflect on our rally activities. Pat and I began our summer sojourn with the rally in Sevierville Tennessee and ended with the rally in Spearfish South Dakota. All the places visited were unique and individual in their offerings.

The Ridge in Sevierville, TN is a great place for individuals or families with children. The park is spacious and has added new amenities since we were there two years ago. There are several variety shows to see or you can just take a slow drive through the mountains. A myriad of restaurants is in the city to suit any appetite. All told a great place to meet new and old friends.

Entegra's Homecoming in Goshen, IN did not disappoint. New coaches to view, classes to teach or attend with great evening meals and entertainment. The Entegra family was in full force with the most poignant moment being the recognition of Joyce Skinner's retirement. You will find the full text of her outgoing remarks elsewhere in this newsletter.

July, saw the westward trek to Canada. We joined a small caravan in Brandon, MB headed for a two-day dash to Cochrane. Once there we boarded a train to experience the Calgary Stampede...definitely on our bucket list. Oh my, the people, the food with the best seats for the rodeo. We enjoyed the championship riders and ended with the exciting Chuckwagon races. The rally did not end there. For an additional week we visited a "wolfdog" park, a ski tram in Banff, and a walked on a glacier. A big thanks to ECOA Don Enns for his hard work in organizing this event.

There was a three week span before our next rally. We took the time to drive west and visit British Columbia. The road through the valley did not disappoint and the mountains were glorious to look at. The only downside were the many fires which engulfed different areas we visited. While in Fairmont Hot Springs BC we watched the helicopters' staging area for the firefighters and water to pour on the flames.

After visiting friends in Stoneridge RV Resort and Pat filling the outside fridge with Slow Elk Oatmeal Stout in what has to be the longest beer run in history, we finally arrived at Elkhorn Ridge in Spearfish. Again, changes had been made since we were there two years ago. While the chuckwagon dinner was no longer offered the resort added food and beverage area by the pool. A new caterer was found and a highlight for me was the whole hog roast one evening. Pat's favorite was the Sous Vide prepared fillet with reverse sear finish! The requisite trip to Deadwood was made and a beautiful drive through the mountains occurred before we left.

The summer trip lasted two months and while we experienced some interesting difficulties we got home safely and are beginning to plan the next adventure. Elsewhere in the newsletter you will find a listing of upcoming events. Hopefully you can find one to enjoy with our ECOA group.

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Coachnet: More Than Just Roadside Service. Robert Garrott (2018 Anthem 42RBQ)

While enroute to Summerfest 2023 in Spearfish, we had a medical issue that needed to be addressed. We needed an Urgent Care setting, not the time and expense of an Emergency Room. While we were westbound on I-24 in western Kentucky, our online searches and could not find an Urgent Care Center through online searches.

Recalling that Coachnet also provides medical assistance, we made a quick call to the Coachnet 24-hour help line. In minutes, we had a recommendation for an Urgent Care Center adjacent to a Medical Center in Paducah, less than 2 miles from I-24 and with parking able to handle our coach and toad as a unit.

A little over an hour after we exited I-24 in Paducah, care had been provided, the needed script filled at the pharmacy and we were once again on our way to Spearfish. Coachnet saved us several hours of aggravation and delay on a long day of travel. Definitely worth their annual subscription that day.

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Ladies Forums and Go Bags

Medarda Bauer – Secretary ECOA

At each rally there is an attempt to host a Ladies Only Forum as a companion to the Tech Talks. The participants are encouraged to ask any questions concerning coach operation, coach cleaning, cooking etc. The wives of officers usually host but actually the bulk of information comes from the ladies themselves who have much to share. A major topic discussed are thoughts of handling a driver health emergency and how the passenger can get the coach safely off the road to a full stop. The moderators encourage the ladies to have a discussion with their spouse or significant other to develop an emergency plan in addition to practicing their driving.

Another item that is discussed is the preparation, availability and use of a "go bag". This item is used when the coach occupants must leave for a few days; a hotel visit for an unexpected coach repair might be one example. A "go bag" is prepared for each person as well as any pets and is readily accessible to pick up and go. The bags should contain a minimum of three days clothing, needed medications, snacks, a pad of paper/pen and emergency funds. The bag for pets should include food, treats, medication, an extra leash and of course a toy. It has been suggested that copies of drivers licenses, pertinent medical information, insurance cards, credit card info be placed on a flash drive for use if needed. A second suggestion is to list an emergency contact under the heading of ICE (in case of emergency) on your phone contact list. Lastly if you have Health concerns use a Health app on your phone listing medications and health problems.

The beauty of the "go bag" is that it is tailored to your needs and is simple to prepare. We want to have a pleasurable time as we travel but if a problem pops up we can and should be prepared!

Total Eclipse of the Sun in 2024! Robert Garrott (2018 Anthem 42RBQ)

Pam and I were living in Northeast Georgia when a total solar eclipse passed over that area on August 21, 2017. As luck would have it, our Eclipse Watch Party was interrupted by a small but dense cloud that passed over us at the critical time. Disappointed but determined, I've tracked the predictions for solar eclipses ever since.



A total solar eclipse will again pass over North America on Monday April 8, 2024. The predicted course will bring it SW to NE from the Big Bend of Texas through Northern Maine. A map and timeline can be found at <u>Eclipse Path of</u> <u>Total Solar Eclipse on April 8, 2024 (timeanddate.com)</u>. I'm thinking central Arkansas would be an ideal location for a personal Spring Break. I hope you all will take advantage of this opportunity to see one of nature's wonders. But please, make sure you have the correct safety gear to protect your vision from the still dangerous sun.





Recipes for the Road

Medarda Bauer – Secretary ECOA A Comfort Dish Using the Insta Pot Easy Mac and Cheese

Ingredients

16 ounces uncooked elbow macaroni 4 cups chicken broth 2 tablespoons butter 1/2 teaspoon pepper 1/2 teaspoon salt or salt to taste 2 cups shredded cheddar cheese 1 cup shredded mozzarella cheese 1/2 cup parmesan cheese 1/2 to 1 cup milk

Instructions

Add the uncooked macaroni, chicken broth, butter, pepper and salt to the Instapot.

Place the lid on the pot and set to sealing. Cook using the manual function, high pressure for 6 minutes. Do a quick release.

Add milk, then cheese to the post in 3-4 handfuls, stirring between each addition until smooth and creamy. season to taste.

Notes: Some people do not enjoy the stringy texture of the mozzarella, if you don't, use a different cheese or just use all cheddar. For the milk, start with 1/2 cup and add up to one cup to a consistency you like.

Enjoy!



Gillette, Wyoming Rally on August 23, 2023 that Wayne Baumann and Terry Walker put together. A total of 25 people show up for the rally

and had a great time. Entegra's Ted Cook was one of the guests there.

LINKS AND THINGS

> ECOA APP

- ECOA Web Page <u>http://www.entegraowners.com/</u>
- ECOA Apparel <u>https://ecoa.logosoftwear.com/</u>
- Entegra Coach <u>https://www.entegracoach.com/</u>
- Spartan Chassis <u>http://www.spartanrvchassis.com</u>
- FMCA <u>https://www.fmca.com/</u>
- IRV2 <u>http://www.irv2.com/forums/f278/</u>
- ➢ FIREFLY <u>http://fireflyint.com</u>
- RiverPark <u>http://riverparkinc.com</u>

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- Entegra (after hours emergency) 574-361-0034
- > Spartan (M-F, 8-5) 866-383-3695
- Spartan (after hours emergency) 800-543-4277
- > FIREFLY (M-F, 8-5) 574-825-4600
- > RiverPark (M-F, 8-5) 800-442-7717

Have something to share?

Do you have a story, important information or maybe a recipe you would like to see printed in our next issue? Please contact me, Ed Prins, <u>eprins@icloud.com</u>. I look forward to hearing from you.