



26 Years of Ramblin' & Still Pushin'

CORNER

PRESIDENT'S

As we mentioned in the last newsletter, our travels this summer couldn't begin until we completed unloading our Ambassador and reloading our new 2016 Endeavor which was delivered the last week in May. It took Paulette and me a couple of weeks to reload what we deemed necessary and find a home for all the remaining stuff that we really didn't need or use. We were amazed at the amount of storage space we have in the new coach. We had more than enough room to load everything we needed and more. We took the new coach on a short shake down run to Pensacola to visit family there and were delighted with the way the new coach handled.

For some reason again this year I ended up with students scheduled when I would rather have been traveling. My anticipated trip to China in July proved unnecessary when I was able to convince my cave diving students to travel here instead. I was happy with this arrangement as non-motor coach travel is not high on my list these days. In addition to the classes I taught in July, I will have students for a couple of weeks in September and a couple of weeks in December.

I finished the last class July 17 and we left the next day for Tennessee to spend some time with our kids and our grandson before he starts school in a couple of weeks. We left Tennessee headed north looking for cooler climes. We're now in Syracuse, NY, working on getting new attendees for next year's Maintenance Session. When we leave here we're headed back to Niagara Falls to make our wine tasting tour complete on both sides of the border.

After Niagara we'll be headed to Decatur to visit REV's remodeled Service Center and new Quality Assurance Center. More about that in the Manufacturers Relations article. So far we have had

far fewer issues with our 2016 Endeavor than we did with our 2008 Ambassador. It took us over a year to debug the 2008 coach. I expect to be through with all my issues on this coach by the time I leave Decatur.



After the scheduled classes I'm committed to in September, we're looking forward to touring parts of Texas and most of New Mexico ending up in Albuquerque for the Balloon Fiesta along with Hugh and Nova Skidmore and Roger and Carol Smalley. We already know of a large number of MS attendees who are also scheduled for this event. We are really looking forward to what by all accounts is an exciting adventure.

Registrations for the 2017 Maintenance Session are running comparable to previous years at this time. If you haven't submitted your registration, you need to do so soon as premium parking is going fast. Those of you on the road, please, keep handing out our invitations to all eligible diesel pushers, and if you run out, Carol Smalley, our Membership Chair, has more.

I look forward to seeing you all at the 2017 Maintenance Session in Goshen!

John Jones

President
Ramblin' Pushers

RAMBLIN' PUSHERS NEWSLETTER

3rd Quarter – September, October, November
2016
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Mission

To provide information to our members and associates to help them safely and properly operate and maintain their Holiday Rambler and other REV brands of diesel motor homes and enhance their ownership experiences.

Purpose

The purpose of this *Ramblin' Pushers Newsletter* is to inform members of recalls, new products, information about the manufacturer of HR motor homes, information concerning the next Maintenance Session., and methods other members have used to diagnose problems and maintain their motor homes.

This *Newsletter* does not claim to share the best way to make repairs, but shares ways other members have found to work for them. Members are encouraged to use their owner's manuals, the HR Monaco Tech Line, REV Repair Centers, other supplier information and web/phone support to diagnose and fix problems with the best information for their particular motor home.

A NOTE OF THANKS

Please join me in expressing our thanks to Susan Sembenotti for her two years of service as the assistant editor of the Ramblin' Pushers Newsletter. During that time Susan has written articles concerning maintenance issues and prepared reports on important topics that have appeared in the E-Forum.

In addition to those accomplishments she has served as a sharp-eyed reviewer of each edition of the Newsletter and helped make it a better product before it is placed in the hands and on the screens of our members. Susan has made a valuable contribution to the overall quality of the publication.

Now things are changing for her and her husband, Dennis. They are in the midst of relocating and adjusting to a new routine in retirement.

Thank you, Susan, for your excellent service as assistant editor. We will look forward to seeing you in the future as you and Dennis begin the next exciting phase of life.



Cover Photo
The title block photo for this issue is Larry & Carol Miller's 2000 Endeavor (300 HP Caterpillar). The setting is Disney's Fort Wilderness Resort and Campground in Orlando.

See your coach in the Newsletter title block
Send a high resolution photo of your RV (along with model & year) in an uncluttered setting to Roger at ramblinpushersnewsed@gmail.com

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IN THIS ISSUE

The third quarter issue of the Newsletter marks the mid-point of the Ramblin' Pushers year.

In the first quarter issue, the editorial emphasis was on the preparations for the 2016 Maintenance Session, the signature activity of the Chapter. Most of the major activities had been outlined sufficiently well to define the types of volunteer support needed to make the event successful. Appeals were launched to assure that experienced volunteers would lead the functions and new volunteers were recruited to augment the ranks and become more involved with the operation of the MS.

The second quarter issue concentrated on the results of the MS. The Newsletter content included reports from the MS Team Leaders and standing committee chairs. The information collected during the MS (participant evaluations, seminar host reports, feedback from vendors, and much more) was compiled, analyzed, and discussed. The results of that analysis were reported to the membership and used by the MS team to make next year's MS an ever better experience for all who attend. This issue addresses a variety of topics of interest to our members.

Jim Grossman, Vice President and MS Coordinator, starts off with his story of a persistent coach problem that seemed to defy solution until he used the full range of Ramblin' Pushers technical resources to troubleshoot and correct the problem. This is a process that is familiar to many of us but it is always nice to be reminded of the real level of expertise that this club has to offer.

Ray Blush makes an eloquent call for volunteers in his contribution. Ray accurately attributes the success of the MS to the quality of our volunteers. There are many opportunities

available that require little distraction from the main mission of the MS.

The Ramblin' Pushers Newsletter is a constantly evolving publication. One area that has received increased attention is news of the RV industry and specifically REV, the owner of the Holiday Rambler brand. This issue is no exception. Many changes have occurred in the REV organization that affect us, as owners of motor coaches bearing REV brand names.

As John mentioned in his President's Corner article, REV is taking steps intended to dramatically improve the build quality of coaches coming out of the factory. John and Paulette visited the newly remodeled Factory Service Center in Decatur and toured the new Quality Assurance Center. His visit is described in the Manufacturer Relations article later in this issue.

Through the work of John and others, the Ramblin' Pushers club has established a favorable relationship with REV. We should expect to see growth in the number of coaches attending the MS from Monaco, Fleetwood, and the other REV brands. We are pleased to include a letter from Lenny Razo, the recently-named Vice President of Sales for all REV brands.

If you haven't already registered for MS 2017 I urge you to do so. Even though registrations are accepted up to the opening of the MS, it is always helpful for the planners to have a good idea of the number of participants to expect.

I hope you find this issue of the Newsletter useful and informative.

Roger Smalley

Ramblin' Pushers Newsletter
Editor & Publisher



Editor in Search of a Drone and Pilot

Sometime, maybe a few times, at next year's MS we would like to get some aerial photos of the fairgrounds. If anyone has a drone with a good camera, please contact the editor (ramblinpushersnewsed@gmail.com).

FROM THE MS 2017 COORDINATOR

I am writing this article from the cool, damp southern coast of Oregon. By the time you read this, we will have visited the kids and grandkids in Seattle and returned home to St. Louis. As your Vice-President and Maintenance Session Coordinator, most of my articles in the newsletter are centered around the MS. For a change of pace, I would like to write about solving individual coach issues using the resources of our club. Yes, sooner or later we all have problems with our rigs. Sometimes those challenges seem overwhelming. Should we allow some service provider to run up a bill at our expense or live with the problem? It often seems like no one can identify the cause of the issue, let alone fix it.

For the last two years, Jane and I have lived with a significant air leak (over 10 psi per hour) on our Holiday Rambler Scepter. While parked we could use our automatic air leveling, but could not leave it in automatic re-leveling mode. If we did, the auxiliary compressor would come on every few hours and run down the chassis battery. We had already paid a couple of shops an hour or two worth of labor, but none found any significant leaks. While in Florida we even took the coach to Josam's in Orlando, the so-called gold standard of expertise regarding big rig suspension and alignment challenges. They found a couple of leaks, but when we returned to our campsite, the problem remained. We took it back to Josam's a few days later. They rechecked it for free, but found nothing more.

We brought the problem up at MS Scepter roundtables, compared notes with friends in the Ramblin' Pushers who had similar problems, and continued to keep up with the Yahoo E-group looking for clues. As many of you know, ours is not the only coach with air leaks. Others were posting questions and potential answers on the Yahoo E-group. Larry Laursen, one of our three outstanding moderators, offered an explanation to help troubleshoot this issue. He said that if the air only leaked down to 40 or 50 psi, the leak was in an auxiliary system like the leveling. If the air leaked down to near zero, the leak was in a primary system – air brakes, parking brake, tag lift. My coach consistently had no air pressure after sitting overnight, so that pointed to the primary air system. I also recalled a conversation with another of our members Larry Lublin, who had done extensive research on his own similar problem. He had learned from Valid, a Canadian company who

made the leveling control for Power Gear, that if you completely turned off the leveling system, then the air bags were isolated from the rest of the air system. So, I finally put two and two together and realized that the leak had nothing to do with the leveling system.

At the 2016 MS, I mentioned the problem to Cummins Service Manager Carrie Buisman. She asked her technician to see if he noticed anything while performing my annual engine maintenance. As he finished working on my coach, he said that he heard a leak in the air dryer when he changed the dryer filter. He also thought that he heard a leak around the tag axle lift pressure regulator. I quickly checked that regulator with a soap solution and confirmed his suspicions. When I got home, I spoke with the mechanic where we store our coach. He ordered a new air dryer, while I ordered the tag pressure regulator from REV parts. When both were replaced, my leak was suddenly reduced to a nearly negligible level. I can now use my air leveling as intended, and it is a treat to find my system air pressure down only a few psi after parking overnight. Best of all, Jane is happy that this problem is finally behind us.

There are many conclusions to this story. You do not have to throw money at a coach problem. Use the resources we have in the Ramblin' Pushers: talk with other club members, take advantage of our roundtables at the MS, pay attention to the Yahoo E-group, and talk with our service providers. And, sometimes, you just may have to put all of those resources together to solve the problem.

Jim Grossman

Ramblin' Pushers Vice President
& MS Coordinator

MS 2017 VOLUNTEER HELP WANTED

There are two functions at this year's Maintenance Session that require a large number of volunteers. These jobs are neither time consuming nor taxing. In fact, they are really fun.

The first of these is Seminar Host. You are probably going to many seminars already. All you have to do is introduce the presenter, pass out and collect a few evaluation forms, and signal the presenter when time is running short. Even if you have registered for other assignments like parking, greetings, registration, Info-trans, you can still be a seminar host.

Okay, we understand that some people just do not like to stand up in front of a group, let alone hold a microphone and speak. We have a brand new job for you – First-Timer Guide. It is fun, you get to go to a party, and you meet new people. What's that, you are shy? The people you will be meeting are even more shy than you. They are our First-timers. All you have to do is contact them by email or phone when they register, maybe explain a little bit about how the MS works, what to expect, how to

sign up ahead of time for service. Upon their arrival, greet and welcome them to the event, and maybe give them a little orientation of the fairgrounds. You escort them to the First-timers gathering, the first morning hospitality, and the opening session. This is definitely an easy, but very important, fun job.

If either of these jobs, Seminar Host or First-Timer Guide (or any other volunteer position you are interested in) sounds good, just contact:

Jane Grossman, jane.grossman@sbcglobal.net
314-277-0382.

Jane Grossman

MS Volunteer Coordinator

2017 Ramblin' Pushers Chapter Dues

Chapter dues may be paid for the current year or future years at any time. If you would like to pay advance dues, please make your check payable to **HRRVC Ramblin' Pushers**. Include your HRRVC or XX number on your check.


Mail your check to:

HRRVC Ramblin' Pushers
413 Walnut Street #5294
Green Cove Springs, FL 32043-3443

**SAFETY COORDINATOR:
TIRE SAFETY**

RECALL Subject : Framework may cause Tire Interference

Report Receipt Date: MAY 10, 2016
 NHTSA Campaign Number: 16V278000
 Component(s): STRUCTURE , TIRES



All Products Associated with this Recall ▾

Details ▲ 6 Associated Documents ▾

Manufacturer: REV Recreation Group

SUMMARY:
 REV Recreation Group (REV) is recalling certain model year 2016-2017 Holiday Rambler Endeavor motor homes, models 40DP, 40G, 40E, 40G and 40X, manufactured November 23, 2015, to April 7, 2016, and Holiday Rambler Endeavor XE motor homes , model 37PE, manufactured November 17, 2015, to April 6, 2016. The affected vehicles have a section of framework that may rub, or cause the mud flap to rub, against the front passenger-side tire, resulting in excessive tire wear. Additionally, steering may be restricted.

CONSEQUENCE:
 Excessive tire wear may result in tire failure. Restricted steering can affect control of the vehicle. Either condition increases the risk of a crash.

REMEDY:
 REV will notify owners, and dealers will inspect the tube steel skirt framing and remove the diagonal section if present, and install additional screws to secure the mud flap. This repair will be done free of charge. The recall began on June 14, 2016. Owners may contact REV customer service at 1-800-509-3417. REV's number for this recall is 160429REV.

NOTES:
 Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

If you want to start a long discussion on any internet forum, just ask someone about tires. Within an hour you can have a multitude of tire opinions from every known and unknown expert. (I dare you to try it!) Even though I have spent the better part of my life in the manufacturing and R&D sections of a major tire manufacturer, I would be reluctant to say that I am an expert. Every day, I come across a new phenomenon that I have not seen before and sometimes I have a hard time deciding how it could possibly happen.

Every MS session I have attended, I have been quizzed about the most standard questions but I always find someone who can show me something or ask me something, that I haven't seen or heard before. I guess my curious nature just keeps me coming back and I look forward to the 2017 MS already.

The latest recall by REV, on the front tire interference is one that all parties should review carefully. If your coach is included or not, you should always do a routine inspection of the tires. As you can read in the recall notice, "Excessive Tire wear may result in tire failure". Before I would go driving off to the dealer or my next planned location, I would encourage you to do the following.

- Start the engine, bring coach to Ride Height. Turn the steering wheel fully right or left. Let the engine continue to run, if you shut off the engine at this point, expect a sharp movement from the steering wheel as the power steering pressure releases.

- Go out and inspect the inside surfaces of the steer tires that are visible. If you have an interference issue, the surface of the tire will be rubbed and the contour of the sidewall could be noticeably different from the outer sidewall. You can see in the photo below a rather dangerous example of a tire rub interference.

- If you have an interference issue and your coach is part of the recall, I would recommend you contact REV Customer Service directly to report this situation. Any damage to the tire(s) should be viewed as a danger to you and your road partners. Work with REV Customer Service to remedy the issue before driving the unit to any location.

- If you have an interference issue and your coach is NOT part of the recall, you need to determine the source of the damage and contact a dealer or service provider to help you get this corrected. Any damage to the tire(s) should be viewed as a danger to you and your road partners.

- This issue can also be a result of oversize tires being introduced on the steer position of the coach. Check the placard to the left of your seat to determine the original size fitment of the coach. If the tires have been “up sized,” routinely do this visual check of the inside surfaces due to an increased risk of interference. This can come from suspension parts, brackets as described in the recall or fender flaring supports.

- Check and maintain the correct tire pressures, as prescribed by the tire manufactures for the weight of your coach. The only way to properly know this is to have your coach weighed by wheel position. Check your wheel valve stem for tightness.

If the valve stems moves freely from left to right, this must be tightened but DO NOT over tighten as this will result in damage to the rubber grommet inside the wheel. Only tighten it enough to stop the free movement. Check for leaks around the base with a soap /water solution.

- Inspect your rear tires for damages as well to the sidewalls, especially inside the duals. If you can't perform this, take your coach to a commercial tire facility and ask for any inspection to be performed.

- If you use the flexible tire inflation hoses, include this in the inspection. Typical rear tire failures, I have observed, were direct result of a flex hose failure. If this occurs, the tires will have to be removed and inspected for damages (inside and outside), if it is determined the tire was run under inflated.

- Do not apply any petroleum based chemicals/protectants to the tire. Likely this will void your tire warranty and result in damage to the sidewall, which could result in tire failures. Wash them with soap and water, dry them and cover them during storage time. The best protection is to drive them often keeping the sidewalls freshly replenished with the tires oils and anti-oxidants.

Safe travels,

Hopefully we'll see you down the road

Jerry Davis
Safety Coordinator



ELECTION OF OFFICERS & DIRECTORS CALL FOR NOMINATIONS

During MS 2017 the chapter will convene its next annual business meeting and will elect members to the offices of President, Vice President, Secretary, Treasurer, and two Directors. The officers will serve one-year terms and two directors will serve two-year terms.

The Standing Rules of the chapter define the eligibility requirements for the officers and directors of the chapter. According to the Standing Rules of the chapter, members who seek to serve as officers or directors must meet the following eligibility requirements.

Nominees for the Chapter 419 Board must have been members of the chapter for at least two years and attended at least one Maintenance Session.

Nominees for Secretary and Treasurer must have been members of the chapter for at least three years and attended at least two Maintenance Sessions.

Nominees for Vice-President and President must meet at least three of the following requirements:

- a) Been a member of the Chapter 419 Board for one year
- b) Been a Maintenance Session Coordinator
- c) Been a Maintenance Session Co-Coordinator or Assistant Coordinator for two years
- d) Held a Chapter Standing Committee Chair position for two years
- e) Attended three Maintenance Sessions and served one year as a MS Committee Leader
- f) Attended four Maintenance Sessions and served three years on a MS committee

g) Served in an official leadership position of HRRVC or one of its chapters (i.e. Chapter President, State Manager, Asst. State Manager)

Exceptions to all nominee requirements must be approved by at least six members of the Board.

Members who wish to be considered as candidates for the various offices should send a copy of their resumé and provide evidence to the nominating committee that they meet the eligibility requirements for the office they seek. Self-nominations are welcome as are nominations by other members.

The 2017 Nominating Committee consists of Larry Hawkins (Chair), hawkmarg1@gmail.com; Paulette Jones, pjjones4@bellsouth.net; and Carol Smalley carolgriffinsmalley@yahoo.com.

Applications or nominations must be received by the nominating committee by the closing date of 6 January 2017.



MEMBERSHIP REPORT

Recently, Rog and I attended the Eastern International HRRVC Rally at DuQuoin to share the word about what Chapter 419 has to offer owners of diesel pushers. We shared flyers, newsletters, membership applications, and MS information with attendees. We did receive positive feedback from those who have attended our sessions in the past as well as from those who are already registered for MS 2017 next May. Our display was up all week and we thank Ray and Bonnie Cupples for taking it with them to the upcoming RV Supershow in Hershey, PA.

I do have extra copies of newsletters, MS flyers, and membership forms. I'll be happy to mail some to you to share as you travel in your coach. We've enjoyed getting to know our neighbors in campgrounds around the country by promoting

Chapter 419 and the fabulous Maintenance Session it proudly hosts each spring. Just send a little email to rpmembershipchair@gmail.com and I will be happy to send requested paperwork to you.

Also, don't forget to share information about joining the E-group where experienced RV-ers happily share questions, answers, thoughts, and history.

Carol Smalley
Membership Chair



MS 2017 STRIVING TO GET IT RIGHT—AGAIN!

“Summer’s almost gone, and winter’s coming on” is what many of us who volunteer for the annual Maintenance Session (MS) are singing these days because it’s time to start planning even though we are still more than six months away from gathering in Goshen, Indiana! A part of our planning process involves reviewing all of your evaluations and comments from the 2016 MS, and we are very proud of the results!

Planning is what we want to get right to help all of our attendees enjoy themselves while learning.

Planning is also something you may want to think about to help you get the most out of the MS. For instance, almost anything you need in the way of scheduled maintenance or repair can be done right at your campsite on the fairgrounds. You don’t have to move your coach one inch! And the technician rates are very reasonable. Plan your scheduled maintenance ahead of time and sign up for it early in the MS.

In another area, be thinking about what areas of your motor home knowledge you want to expand. Chances are that once all of our seminars are scheduled, and there will be more than 100 of them, your need will be covered.

Speaking of expansion, vendors at the MS will have all kinds of goodies you can add to your home on wheels to make your experiences more enjoyable. And several dealers will have new units on display should you desire to take that big step! Usually, the deals made at the MS are hard to beat elsewhere.

If you haven’t weighed the four corners of your coach lately, consider getting it done upon your arrival by our Coach Weighing expert volunteers. With your accurate weights, you will know how much your tires need to be safely inflated. Our parking volunteers and greeters will meet you out front after you weigh your coach and direct you into your site. And our propane safety check “sniffers” will be ready to check your unit once you are settled if you so desire.

Transportation from your campsite to all areas of MS activity will be provided again in 2017 by our volunteers in our rented golf carts. It’s our version of “Uber”!

Another area being worked on to further exceed your expectations is our morning hospitality where you will find more goodies than you can handle in one sitting, all a part of your registration. It is this time of day when you can socialize with friends and catch up on any schedule changes with our morning announcements.

In mid-January, we will be attending the Mid-Year Board Meeting & MS Planning Session to formalize many of our plans. From then on, it’s a matter of putting each planned element, program, seminar, round table and event into the best format possible for you.

We all look forward to seeing our friends again at the Elkhart County Fairgrounds in Goshen May 4-10, 2017 for the Maintenance Session!

Ray Blush

Building & Grounds Co-Coordinator



WE'D LIKE YOU TO HELP "MAKE IT HAPPEN"

Take a few moments, sit back and relax, and think about some of the best times of your life. Chances are that many of those events involved someone helping to make it happen for you, and not getting paid for that help.

It may have been a teacher or coach, who stayed beyond the school working hours to help you with your studies, cheerleading or sports.

It may have been that scout leader who taught you so many things that you may still find helpful today.

Or the church leader who helped you better understand your spiritual life, the school crossing guard who may have saved a child's life, the civic club leadership you once experienced, and so many others.

The list is really endless, and it certainly includes the primary reason we all learn and enjoy so much the annual Maintenance Session.

Yes, we call them "volunteers," and were it not for volunteers, our Ramblin' Pushers would not exist. No one in our organization gets paid for anything!

The nearly two hundred volunteers at the annual Maintenance Session do everything from help us register, to our safe arrival in our camp site and to preparing and serving those delicious foods every day.

All of the more than one hundred seminars are organized, scheduled and presented by volunteers. There are those who spend time working with REV management, other RV dealers, the vendors, service technicians and others who spend their time at the MS to see that we get what we need while we are there.

And of course do not forget the "non-educational" fun things like bingo, off-site dinners and theater, book exchange and taking photographs.

There are those volunteers who see that when seminar speakers speak, those in the room have chairs, and can hear the speakers and see their projected images. We have many involved in safety aspects of motor homing such as weighing your coach, checking for propane leaks, seeing that your water, sewer and electricity at your site is as it should be, driving you from one place to another on the fairgrounds in a golf cart and being available 24-7 in the event you need First Aid assistance.

All of those functions, and many more, need office support and organization – again, all accomplished by volunteers.

And this newsletter you are reading...guess what? Yep, organized, edited and published by volunteers.*

The intent behind my writing about our wonderful volunteers, is to solicit YOUR help too! Please consider what you would like to do, even if you could use a bit of freshening up on the details to help you perform the tasks a bit more efficiently, and then let our volunteer coordinator Jane Grossman (jane.grossman@sbcglobal.net), know about it.

We need all the help we can get, and I promise you it will increase your fun at the MS!

Ray Blush

Building and Grounds Co-Coordinator

*And most of the articles that appear in the Newsletter are written by volunteer contributors.

— Ed.

TREASURER'S REPORT

HRRVC Chapter 419
Statement of Activity
For the Period From 1/1/2016 to 7/31/2016

	Current Club Operations	2015 MS	2016 MS
Income			
Maintenance Session			
Registrations and Camping			\$ 64,894.00
Less Refunds		629.00	(9,907.00)
Net		629.00	54,987.00
Coach Weighing Donations			1,845.00
Donations			14,500.00
Member Product Sales			61.00
Miscellaneous Income			428.48
Sponsors/Vendors Registrations and Camping			5,709.00
Less Refunds			(219.00)
			5,490.00
Current Club Operating Fund			
Dues	5,458.00		
Sponsor Member Dues	720.00		
		6,178.00	
Interest Income		5.71	
Total Income	6,183.71	629.00	77,311.48

	Current Club Operations	2015 MS	2016 MS
Expenses			
Maintenance Sessions			
Advertising			843.66
Audio Visual Supplies			125.75
Building and Grounds Supplies			362.55
Closing Dinner			8,431.50
Coach Weighing Supplies			420.00
Fairgrounds-Buildings			9,868.30
Fairgrounds-Camping			35,533.94
Golf Cart Costs			6,377.51
Hospitality Food Costs		(364.50)	6,511.49
Hospitality Vendor Sponsored			1,692.90
Hospitality Mileage			420.66
Maintenance Session Pins			945.00
Maintenance Session Supplies			1,042.92
Maintenance Session Office Supplies			245.76
Maintenance Session Printing			3,219.99
Propane for Exhibit Building			883.88
Storage Facility Rental			414.00
Vendor Pipe and Drape Rental			2,985.52
Vendor Supplies			96.42
Waste Tank Pumping for Non-Sewer Site			60.00
Operating Expenses			
Director and Treasurer Insurance/bonding		1,323.00	
Dues Notices			
Postage	51.40		
Printing	39.57	90.97	
Mail Forwarding		100.00	
Member Chair Supplies		140.67	
Newsletter			
Printing	494.28		
Postage	5,602.93	6,097.21	
Office Supplies			
President	374.14		
Software Update	95.88		
Treasurer	106.17	576.19	
Postage			
Treasurer		47.00	
Professional Services-Tax Return Preparation		550.00	
Telephone			
President		237.81	
Website Hosting		599.00	
Total Expenses	9,761.85	(364.50)	80,481.75
Calendar year to date(Income less Expenses)	(3,578.14)	993.50	(3,170.27)

Still waiting on some items of income nature, however the amount is insignificant

Robert Kiser — Treasurer

Ramblin' Pushers 2017 Maintenance Session

If you own a Holiday Rambler, American Coach, Fleetwood, Beaver, Monaco or Safari Diesel Motorhome, you're invited.

May 4 – May 10, 2017

(Arrival Day May 4th included in Registration)
Early Parking May 3rd an extra \$22
 Goshen, Indiana – GPS: N41.5807 W85.8007
General Information

Your Parking Area will be based on the date your registration is postmarked.
 So Register Early!
To park together, you MUST register together and arrive together...

- Facilities -
 7 nights parking starting 5/4/2017
 30 & 50 amp sites w/water, sewer or one free septic truck dump
 Coach Weighing & Propane Leak testing available
 Food vendor on site

Handicap Parking
 Only 19 handicap parking spaces are available and will be assigned based on when the registration is postmarked.

You will leave better educated about the Use, Care, Safety and Maintenance of your coach

Location: Elkhart County 4H Fairgrounds
 17746-D CR 34, Goshen, Indiana 46528

Please don't arrive earlier than Early Parking Day -May 3rd

Arriving earlier than May 3 may result in having to move to your assigned location on that date!!!!

Need more information?

Visit our Website at www.ramblinpushers.org
 or call 866-208-7411

- Planned Activities -
 Limited activities 5/3-5/4– MS starts with Opening Session at 9:15 AM on Friday 5/5

- 6 Days of Seminars/Sessions by REV RV Group, Vendors, Suppliers and 419 members, Ladies Events
- Round Table discussions
- REV Executives Session
- Service Technicians Available
- Coach Displays, Vendors, & Suppliers
- Morning Hospitality, Socials & Closing Dinner

HRRVC assumes no responsibility or liability, nor is any Officer, National Director, or any other person authorized to assume any responsibility or liability for any personal injury or property damage suffered by its members and/or their family or guest in attendance at or on the road to or from this Maintenance Session or other HRRVC event.

Mail registration & check or Money Order to:
 Ramblin' Pushers Chapter 419
 413 Walnut St., #5294
 Green Cove Springs, FL
 32043-3443

You should receive an e-mail about three weeks after mailing your registration confirming receipt. Pre-arrival packets will be distributed via email to registered attendees in early April 2017.

Cancellations only accepted before MS Early Parking Day and will be subject to an administration fee of \$20. Call 866-208-7411 or email to jjpscuba@bellsouth.net to cancel.

Return Entire Form with Check or Money Order (MO) to this address

HRRVC or XX#

Names

Address

City State Zip

Phone: Home Cell

Email

Coach Make Coach Model Year Length Engine Mfg.

For Office Use ID No

Amount Paid

Check #

Date Postmarked

Vehicle ID Number (17 Digit No.)

Check, if applicable:

Handicapped (Limit 19)*

First Timer **

* Attach a copy of your current handicapped parking permit to your registration.

REGISTRATION FEES: Check or MO payable to Ramblin' Pushers

Coach with 2 persons	\$235.00	<input type="text"/>
Coach with 1 person	190.00	<input type="text"/>
Extra Person in Coach, <u>Add</u>	65.00	<input type="text"/>
Non-Ramblin' Pusher Member, <u>Add</u>	20.00	<input type="text"/>
Early Parking Day – May 3 rd , <u>Add</u>	22.00	<input type="text"/>
TOTAL AMOUNT PAID (US Funds Only)\$		<input type="text"/>

** Where did you hear about the MS? 419 Member Ramblings Other Publication Other

Volunteers: Indicate your willingness to help at the Maintenance Session with a "Him", "Her" or "Both" below: (NO CHECK MARKS PLEASE)

First Aid Audio/Visual Engineering Parking Info/Trans Coach Weigh

Round Table Moderators Seminar Host Mentors Ladies Activities Tours Table

Office Registration Goody Bags Prep Greetings Evaluations

Book Exchange Hospitality Signup Sheets Available at Registration As Needed

REV IN THE NEWS!

RVBusiness, an online news site for the RV industry, posted an article in its July 27 edition that described REV's opening of a new Quality Assurance Center. You can read the article online here <http://www.rvbusiness.com/2016/07/rev-launches-new-quality-assurance-center/>.

The full text of the article is reprinted below.

Posted By *RVBusiness* On July 27, 2016 @ 12:09 pm
 In Breaking News. Copyright 2016 RV Business.
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REV Recreation Group announced another expansion of its facility footprint in Decatur, Ind., with the opening of its new Quality Assurance Center. REV RV Group, a member of the Milwaukee, Wisc. Based REV Group, Inc., manufactures the American Coach, Fleetwood RV, Holiday Rambler and Monaco Coach motorhome brands.

REV RV Group President Jim Jacobs announced in a press release that Director of Quality Control Jo Theart will lead a team of employees at the Quality Assurance Center (QAC). The facility is strategically positioned next to the REV RV Group's customer service center to allow collaboration between the customer service and the quality team.

"From my first day on the job, a little more than one year ago, my goal has been to constantly improve our quality standards. With the opening of our new Quality Assurance Center, we believe our dealers and customers will experience the best motorhome on the market under Jo's leadership," Jacobs said. "We are once again proud to be investing in our community, and we are investing in our customers to give them the best product and the best ownership experience possible."

The goal of the center is to mirror and improve the customer delivery process and criteria already in place with many REV RV dealers.

Lenny Razo, vice president of sales for REV RV Group, said the move will take the brands to the next level. "Our goal is to deliver the best product in the industry," he said. "This new center and the quality assurance team's true 'white glove' testing will ensure delivery of that goal."

The new Quality Assurance Center will put each unit through a rigorous 193-point inspection process. The new quality assurance process includes a test drive of the coach, rain bay test, inspection of interior and

exterior fit and finish, and a complete function test on all electrical systems, plumbing systems and AV equipment. "Units will not be released for shipment until all processes are passed," Theart said. "We believe we have the most innovative products in the industry, and our quality inspection process will mirror that. Quality team members will have surface tablets on hand to aid in the inspection process. The tablets will allow team members to record notes and provide instant feedback on any quality issues that may arise."

Some of REV's most experienced associates have already filled key roles in the quality team.

"We were excited to see the response to this facility and our plans for this team from our longterm employees," Theart said. "Filling this team with excited, experienced people has been an easy task. Our associates are thrilled to be part of this strategic move."

Each unit inspected at the Quality Assurance Center will leave with a signed document outlining the inspection process. Dealers will have direct access to the document and will know which team members were responsible for their unit inspections. The REV RV Group welcomes dealers and customers alike to stop in and see the Quality Assurance Center first hand.

"Our dealers and customers are constantly raising the bar on quality expectations," Razo added. "With this new facility, coupled with our quality assurance process and team, the REV RV Group is setting the standard for the bestbuilt and most reliable motorhome products on the market."

MANUFACTURER RELATIONS

I started my manufacturers relations visit to Decatur, IN, with a trip to the service center which is undergoing a major remodeling. I had promised Steve Heim at the MS that I would visit the remodeled service center in the middle of August bringing my new coach to go through the service center experience with my warranty "punch list." Because of construction delays, the remodeling had not been completed at the time of our visit, however, I have included pictures of the parking lot and the outside of the remodeled center which should be ready sometime in September. There will be 42 paved parking spaces, all with 50 amp service. The paving had been done but had not cured enough for coaches to park on the asphalt yet. Work is ongoing on the office and customer lounge in the reception area.

We arrived just after lunch the day prior to my appointment so we could check in before they closed and handle any necessary paperwork. I also wanted to verify that they had a correct list of the items I needed to have repaired. I am delighted to note for those curious about the quality of the new coaches that there were only a half dozen items on my list.

I was met by Ernie Fields, our technician, at 6 AM the next morning. He drove our coach into the facility, parked it in the bay, plugged in the power and, for Paulette's comfort, extended the slides. Being able to keep our two Jack Russell Terriers inside and have use of the coach all day was a very positive part of the experience. Ernie went through my list with me and did a walk around of the coach. My punch list which had only been 4 items increased to 6 during this process as 2 I had forgotten were added. Ernie then started on the list, asking questions and ensuring my satisfaction as the work progressed. I got a chance to make sure I approved of each repair before he started on the next one on the list. He worked hard and took a lot of initiative to complete the list in one day.

There was one item I hadn't included on the list which I mentioned to Ernie in passing. He got with his group leader and they determined that, since the rock guard hadn't been installed, and we had incurred some damage, they would repaint the generator door and install the rock guard. This would take more time than I had available on this trip so we have an open work order that we will

schedule, most likely, on our way to the MS next year. Steve Heim has promised they will have wifi available at the remodeled service center by then and this will be critical if we spend 5 days there prior to the MS.

Next on my list of my Manufacturers Relations responsibilities was to meet with Jim Jacobs, President of REVRV, and Lenny Razo, the Vice President of Sales. There will no longer be two Vice Presidents of Sales for REVRV. Matt Buckman's manufacturing expertise was needed elsewhere and combining sales under one individual was a logical move. The primary subject for this visit was improved quality assurance. This has been Jim's number one priority since I first met him. The new QA Center is coming online now. Jim has been working on this effort for the past year.

Jo Theart is the Manager of Quality Assurance. He reports directly to Jim. In addition to overseeing Quality Assurance along the assembly line, Jo's people will pick up each coach after completion and transport it to the QA Center, first to the rain booth to test for leaks, then to one of the three double length bays for a complete functional test during which all equipment on the coach is tested and a walk around is performed to uncover any other defects. Any defects will be fixed immediately or, if too intensive, returned to manufacturing for resolution and then, once again, returned to the QA Center for final inspection. No coach will leave REV until it is passed by Quality Assurance.

Jim is very committed to providing a quality coach to his customers and quality service after the sale. They are working very hard to increase the size of existing service centers and establish new centers in areas where there could be high demand. He sees service along with quality assurance as an integral team in providing a positive customer experience. Most people don't know that at this time the Warranty Manager sits down with Production every Friday to go over all warranty repairs done the previous week. This feedback will ensure that the same problems don't continue to be introduced into future coaches.

My last day in Decatur, I met with Steve Heim and Craig Biazo. Steve had agreed to take me on a tour of the QA Center and I got to see first hand the rain booth and bays used by the Quality Assurance team. During lunch we had a great discussion about the MS and Steve's continued dedication to improving the service experience. One of the most difficult problems he has right now is providing technical support to individuals with vintage, legacy coaches while meeting the demands of the new customer. I sincerely hope that all our members, when either buying a new coach or making recommendations to friends buying a new coach, will remember all the support REV is providing to legacy coaches that they really have no obligation to provide.

All in all, our trip to Decatur was a very pleasant experience. I look forward to my return in April to visit with all the friends I've made there.

John Jones

President, Ramblin' Pushers



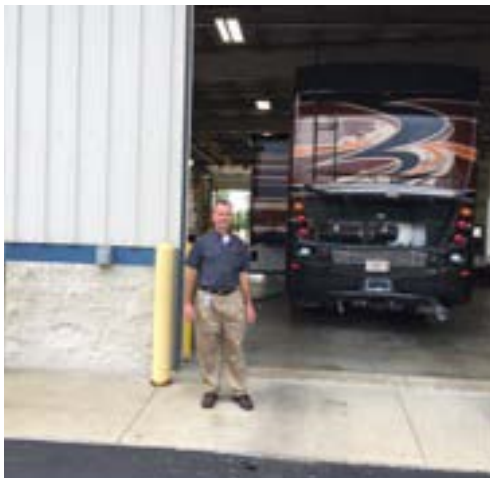
REV Service Welcome Center



50A Power Pedestal



Service Bays



Steve Heim at Quality Assurance Center Rain Test Booth



Service Center Rain Test Booth

LETTER FROM REV VP SALES, LENNY RAZO

I hope that this letter finds you all well. The summer months have flown by and here we are planning for the fall and winter months. The past few months have seen tremendous growth in our product offerings.

We have seen several changes in our products, first and foremost is the introduction of the all new Class C Vesta. We believe we offer the most feature packed class C in the market. And many of the features are standard. Features like the REV Control Ryde suspension package. This suspension package brings together the R/S suspension from MORryde and an improved sway bar. Together these standard add-ons make the Vesta the best handling class C you will find. Be sure to visit your local dealer and ask to see it.

We have also made changes to our other products. The Scepter, Endeavor and Vacationer all continue to be top sellers. We hope that you have had a chance to see them for yourself, or plan to do so soon. We know that you will be happy with our current line-up and with what we have planned.

We have made several changes within our facilities in Decatur, that many of you may have seen firsthand if you have been in town recently. The Visitor Center at our Service Facility is well under way and will be completed in the next month. New paved parking sites with 50 Amp electric hookup, laundry facilities and a guest lounge are just a few of the amenities you are sure to enjoy. Be sure to make your way to Decatur to see it for yourself.

We have also added a Quality Assurance Center, this facility will allow us to improve upon our already industry best quality. A 193 point inspection

process done by a dedicated quality team will be done on all products. This process will mirror the same process you see at many of our dealerships. We have also implemented Quality Gates within the production lines. With these improvements you will see a big change in our product quality.

Our Visitor Center, Quality Assurance Center and our Production Facilities are open for you to tour at any time. Be sure to call ahead. We think you will like what you see.

We have a lot planned for the Holiday Rambler product going into the coming year and know you will be proud to own some of the industries most iconic brands. It is customers like you that drive our progress. Feel free to reach out to us at anytime.

With these improvements you will see a big change in our product quality.

Lenny Razo
Vice President, Sales



OUR DEALER/SERVICE SPONSOR NETWORK

We had a great Maintenance Session 2016 and are looking forward to an even greater session for 2017. As all our members know, the network for our Sponsor Service and Sales Dealers is a keystone part of our strong appeal to our current and future members.

One of the main goals for Chapter 419 is safety and the proper use of our equipment. Since the M.S., many of us have been traveling both short and long distances to enjoy the world of RVing. Before each departure we need to check our motorhome systems especially tires, fluids and other areas needing attention.

During your travels, should you have a problem you are unable to correct, remember our Network of Sponsors and if any are nearby, you might want to contact them for assistance. Don't forget to tell them that you are Ramblin' Pushers members.

See you in Goshen; have a safe and enjoyable travel 'til we meet again.

Dempsey Brooks

Chairperson, Dealers and Service Sponsors

SPONSOR MEMBERS

Sponsor members are companies who are members of the Ramblin' Pushers and serve the RV market, either as dealers of new coaches with or without service facilities, or are companies who provide a range of maintenance and repair services. These companies have locations across the US and one in Canada.

In the course of our RV travels, Ramblin' Pushers members may have occasion to call upon one or more of these Sponsor Members for routine maintenance or repairs.

Sponsor memberships are renewed annually, and include a donation to the Ramblin' Pushers organization. In addition, some sponsor members support our annual Maintenance Session by providing a display in the dealer or vendor area.

We thank the Sponsor Members for their support of our club and offer the following information about them as a convenience to our members. The information provided does not constitute an endorsement of any product or firm by the Ramblin' Pushers organization.

DEALER SPONSORS

Service Codes

1. Service & Repairs 2. Collision Repair 3. Supplies/Accessories 4. Disposal Station 5. LP Gas
 6. Chassis/Engine Service 7. Overnight Parking 8. 10% Discount on Store Items 9. RV Storage
 10. RV Wash Service

ALLIANCE COACH, INC.

4505 Monaco Way
Wildwood, FL 34785
352-330-3800

Website:	www.alliancecoach.com	
Sales:	Tom Peterson	352-330-3800
	tom.peterson@alliancecoach.com	
Service:	Mike Hawkins	352-330-3800
	mike.hawkins@alliancecoach.com	
Services:	1, 2, 3, 4, 5, 6, 7, 10	
Models:	All HR Diesel Models	

2016

DAY BROS. AUTO & RV SALES, LLC

3054 Laurel Road
London, KY 40744
606-877-1530

Website:	www.daybrosvsales.com	
Email:	ken.day@hotmail.com	
Contact:	Kenny Day	606-877-1530
Sales:	Jerry Lowe	606-877-1530
Service:	George Day	606-877-1530
Services:	1, 2, 3, 3, 5, 8, 9, 10	
Models:	All HR Diesel Models	

2016

GENERAL RV

13396 E. US Hwy 92
Dover, FL 33527
813-305-2500

Website:	www.generalrv.com	
Contact:	Jason Cohen	813-305-2500
	JCohen@generalrv.com	
Sales:	Steve Ratcliff	813-305-2500
Service:	Steve Scrape	813-305-2500
Services:	1, 2, 3	
Models:	All HR Diesel Models	

2016

GENERAL RV

14000 Automall Drive
Huntley, IL 60142
847-669-5570

Website:	www.generalrv.com	
Contact:	Tim Mann	847-669-5570
	TMann@generalrv.com	
Sales:	Chris Stevens	847-669-5570
	CStevens@generalrv.com	
Service:	Scott Rosselein	847-669-5570
	SRosselein@generalrv.com	
Services:	1, 2, 3, 4, 5, 7, 8, 10	
Models:	All HR Diesel Models	

2016

DEALER SPONSORS (CONT.)

GENERAL RV
 25000 Assembly Park Drive
 Wixom, MI 48393
 248-349-0900

Website: **www.generalrv.com**
 Contact: Jason Quillen 248-349-0900
JQuillen@generalrv.com
 Sales: Chris Cole 248-349-0900
CCole@generalrv.com
 Service: Dave Carlisle 248-349-0900
DCarlisle@generalrv.com
 Services: **1, 2, 3, 4, 5, 7, 9, 10**
 Models: All HR Diesel Models

2016

GENERAL RV
 14295 Minuteman Road
 Draper, UT 84020
 801-307-1070

Website: **www.generalrv.com**
 Contact: Paxton Jensen 801-307-1070
pjensen@generalrv.com
 Sales: Robbie Jensen 801-307-1070
rbjensen@generalrv.com
 Zac Andersen 801-307-1070
zandersen@generalrv.com
 Service: Bret Folkman 801-307-1070
bfolkman@generalrv.com
 Services: **1, 2, 3, 5, 8**
 Models: All HR Diesel Models

2016

GIANT RV—MONTCLAIR, CA
 9150 Benson Ave.
 Montclair, CA 91763
 888-636-1732

Website: **www.giantrv.com**
 Email: *sales@giantrv.com*
 Contact: Dick Torres 888-646-1732
dicktorres@giant.com
 Service: Paul Nunez 888-646-1732
 Services: **1, 2, 3**
 Models: Ambassador

2016

MOTOR HOME SPECIALIST
 100 O'Banion Way*
 Alvarado, TX 76009
 817-790-7771
 800-335-6054

Website: **www.mhsrv.com**
 Sales: Mark Griffith 817-790-7771
markg@mhsrv.com
 Service: Terry Humphries 817-790-7771
service@mhsrv.com
 Services: **1, 2, 3**
 Models: All HR Diesel Models

*GPS may prefer 5411 South I-35W
2016

PAUL EVERT'S RV COUNTRY
 2155 Highway 95
 Bullhead City, AZ 86442
 928-704-5080

Website: **www.rvcountry.com**
 Email: *sales@rvcountry.com*
 Sales: Bill Coverdale 928-704-5080
bcoverdale@rvcountry.com
 Service: Krystal Leslie 928-704-5080
kleslie@rvcountry.com
 Services: **1**
 Models: All HR Diesel Models

2016

PAUL EVERT'S RV COUNTRY
 3633 South Maple
 Fresno, CA 93725
 559-486-1000

Website: **www.rvcountry.com**
 Email: *sales@rvcountry.com*
 Contact: Curt Curtis 559-779-1725
curt@rvcountry.com
 Sales: Shawn Williams 559-486-1000
 Service: Hank Dudley 559-486-1000
 Services: **1, 2, 3, 4, 5, 6, 7, 8, 9**
 Models: All HR Diesel Models

2016

DEALER SPONSORS (CONT.)

PAUL EVERT'S RV COUNTRY
 83407 Highway 111
 Indio, CA 92201
 760-972-4122

Website: **www.rvcountry.com**
 Email: *sales@rvcountry.com*
 Contact: Kevin True 760-972-4122
ktrue@rvcountry.com
 Sales: Kevin True 760-972-4122
 Service: Kevin True 760-972-4122
 Services: **1, 2, 7, 10**
 Models: All HR Diesel Models

2016

PAUL EVERT'S RV COUNTRY
 90915 Roberts Road
 Coburg, OR 90915
 541-636-6041

Website: **www.rvcountry.com**
 Email: *sales@rvcountry.com*
 Contact: Jim Hardy
gentlemanjimhardy@gmail.com
 Sales: Winnie Anderson 541-636-6041
 Service: Randy Ferguson 541-636-6041
 Services: **1, 2, 3, 4, 5, 7, 8**
 Models: All HR Diesel Models

2016

PAUL EVERT'S RV COUNTRY
 5111 20th Street E
 Fife, WA 98424
 253-926-6000

Website: **www.rvcountry.com**
 Email: *sales@rvcountry.com*
 Contact: Gary Fisher 253-926-6000
gfisher@rvcountry.com
 Sales: Gary Fisher 541-636-6041
 Service: *gfisher@rvcountry.com* 541-636-6041
 Services: **1, 3, 6, 7**
 Models: All HR Diesel Models

2016

PREMIER MOTOR COACH SERVICES
 4340 East Tennessee Street
 Tucson, AZ 85714
 520-624-2024
 877-624-2024

Website: **premiermcs.com**
 Email: *eolstrom@premiermcs.com*
 Sales: Joe Cartwright 520-624-2024
jcartwright@premiermcs.com
 Service: Eric Olstrom 520-624-2024
eolstrom@premiermcs.com
 Other: Debbie Watts 520-624-2024
dwatts@premiermcs.com
 Services: **1, 2, 3, 6, 8, 10**
 Models: All HR Diesel Models

2016

SICARD RV
 7526 Regional Road #20
 West Lincoln, Ontario CANADA LOR2A0
 905-957-3344
 800-688-2210

Website: **www.sicardrv.com**
 Email: Gary Sicard 905-957-3344
gsicard@sikardrv.com
rsicard@sikardrv.com
 Contact: Blair Sicard 905-957-3344
 Sales: Roger Sicard 905-957-3344
 Service: Terry Sicard 905-957-3344
service@sicardrv.com
 Services: **1, 2, 3, 4, 5, 6, 7, 8, 10**
 Models: All HR Diesel Models

2016

VEURINKS' RV CENTER
 7144 S. Division
 Grand Rapids, MI 49348
 800-822-5272

Website: **www.veurinksrv.com**
 Email: *rvsales@veurinksrv.com*
 Contact: Tim Veurink 616-965-9608
 Sales: Matt Veurink 616-965-9606
 Service: Tom Woods 616-965-9631
 Services: **1, 2, 3, 4, 6, 7, 9, 10**
 Models: All HR Diesel Models

2016

SERVICE SPONSORS

Service Codes

1. Service & Repairs 2. Collision Repair 3. Supplies/Accessories 4. Disposal Station 5. LP Gas
 6. Chassis/Engine Service 7. Overnight Parking 8. 10% Discount on Store Items 9. RV Storage
 10. RV Wash Service

APALACHEE RV CENTER

1364 Duncan Lane
 Auburn, GA 30011
 770-868-0999

Website: **www.myarv.com**
 Email: service@myarv.com
 Contact: Joe Morillo ext. 309
 service@myarv.com
 Service: Tracy Fulkerson ext. 301
 tracy@myarv.com
 Other: Dave Kobos
 dave@myarv.com

Services: **1, 2, 3, 4, 5, 6, 7, 8, 10** 2016

COACH SUPPLY DIRECT

69039 Elkhart Road
 Edwardsburg, MI 49120
 800-589-7251

Website: **www.coachsupplydirect.com**
 Email: info@coachsupplydirect.com
 Contact: Joshua Leach 800-589-7251
 josh@coachsupplydirect.com

Services: **1, 2, 3, 7, 8, 9** 2016

CUMMINS ONAN OF ELKHART

5125 Beck Drive
 Elkhart, IN 46516
 574-361-1060

Website: **www.cummins.com**
 Email: Kent.A.Hollopeter@cummins.com
 Contact: Kent Hollopeter 574-361-1068

Services: **1, 3, 4, 5, 6, 7, 8** 2016

CUMMINS SALES & SERVICE

3415 W. Coliseum Blvd.
 Fort Wayne, IN 46808
 260-482-3691

Website: **www.salesandservice.cummins.com**
 Email: cd575@cummins.com
 Contact: Carrie Buisman 260-482-3691
 Service: Carrie Buisman 260-482-3691
 Services: **1, 6, 7, 8** 2016

CUSTOM COACH CONNECTION

236 East Main Street No. 216
Sevierville, TN 37862
619-571-3393

Website: **www.customcoachconnection.com**
Email: Geoff@customcoachconnection.com
Contact: Geoff Matthews 619-571-3393
Sales: g.matt@me.com
Other: Johana Matthews 619-571-3592
johana@me.com

Services: 1

2016

DUNCAN RV REPAIR

29393 Old US 33 West
Elkhart, IN 46516
574-296-7555

Website: **www.duncanrvrepair.com**
Email: pam@duncanrvrepair.com
Contact: Pam Duncan 574-296-7555
ext. 2134
pam@duncanrvrepair.com
Service: Joe Rose 574-296-7555
Services: **1, 2, 3, 4, 5, 9, 10**

2016

EAGLE'S PRIDE RV, INC.

108C Plantation Drive
Titusville, FL 32780
800-552-3555
321-383-0288

Website: **www.eaglespride.com**
Email: eaglespride@yahoo.com
Contact: Mike & Joshua Thibeau 321-383-0288
Sales: Carrie Wilmer 321-383-4495
Service: Joshua Thibeau 321-383-0288
Services: **1, 2, 3, 6**

2016

ELKHART SALES & SERVICE, INC.

27895 CR 10, Ste. B
Elkhart, IN 46514
574-262-9499

Website: **www.elkhartssi.com**
Email: mmiller@elkhartssi.com
Contact: Marvin Miller, Pres. 574-238-1124
Service: Tom Bumpus, GM 574-215-1785
Service: Eric Bumpus 574-215-1441
Services: **1, 2, 3**

2016

GLEN'S TIRE INC.

609 E. Waterford St.
Wakarusa, IN 46573
574-862-1159

Website: **www.glenstire.net**
Email: pitstop@glenstire.net
Contact: Glen Zimmerman 574-862-1159
glen@glenstire.net

Services: 1

2016

HYDRONIC HEATING SPECIALISTS

(AQUA HOT)

23624 Greenwood Blvd.
Elkhart, IN 46516
574-612-4826

Website: **www.hydronicheatingspecialist.com**
Contact: Darin Hathaway 574-612-4826
dhathaway77@gmail.com

Services: **1 (Aqua Hot, Hydro Hot, Webasto)**

2016

SERVICE SPONSORS (CONT.)

INTEGRITY RV SERVICE CENTER

4411 Bankhead Hwy
Douglasville, GA 30134
770-693-1186

Website: www.integrityrvservice.com
 Contact: Dean Woodruff 770-693-1186
dean.irvsc@gmail.com
 Service: Dean Woodruff 770-693-1186
dean.irvsc@gmail.com
 Parts: Eddie Adams 770-693-1186
irvsc.parts@gmail.com 770-693-1186
 Services: **1, 2, 3, 5, 6, 7, 8, 9**

2016

LEE SMITH, INC.

2600 8th Avenue
Chattanooga, TN 37407-1156
432-622-4161

Website: www.lee-smith.com
 Email: dkissinger@lee-smith.com
 Contact: Taylor Vinson 423-622-4161
 Service: Mike Suggs 423-648-6404
 Services: **1, 2, 6**

2016

LLOYD DEGERALD SERVICES

(AQUAHOT)
16754 Smithers Road
Paron, AR 72122
501-258-8426

Email: lloyd.degerald@gmail.com
 Contact: Lloyd DeGerald 501-258-8426
 Services: **1 (AquaHot)**

2016

M&M RV ELECTRONICS

(RV ELECTRICAL)
205 North Main Street
Ohio City, OH 45874
419-965-2662

Website: www.mmrvelectronics.com
 Email: mmrvelectronics@yahoo.com
 Contact: Mark Bayus 419-965-2662
 Services: **1**

2016

MASTER TECH RV

28717 Holiday Place
Elkhart, IN 46517

Website: www.mastertechrv.com
 Email: service@mastertechrv.com
 Contact: Tim Klenk 574-320-0162
 Sales: Broc Watkins 574-320-0120
 Service: James Borum 574-320-0164
 Services: **1, 3**

2016

PGA AUTO, RV, BOAT COLLISION

32393 Lakepoint Street
New Baltimore, MI 48047
586-725-1863
888-773-9387

Website: www.pgacollision.com
 Email: pgacollision@comcast.net
 Contact: Gary Patchak 586-725-1863
 Sales: Jesse Krasnicki 586-718-4726
 Service:
 Services: **2, 10**
 Models: All HR Diesel Models

2016

SERVICE SPONSORS (CONT.)

RV SYSTEMS, INC.
(AQUAHOT)
537 Sandy Creek Dr.
Brandon, FL 33511
813-770-7590

Email: *plancy2001@yahoo.com*
Contact: Paul Lancy 813-770-7590
Service: Paul Lancy 813-770-7590

Services: **1 (AquaHot)**

2016



THE LAST WORD

The summer is drawing to an end and before we know it the days will shorten, the north woods will explode in the colors of fall, we'll reset our clocks to standard time, and maybe begin our preparations for winter, either by putting our coaches in storage or moving them to the more comfortable climates of the southwest or sunny Florida. Now is a good time to think about how you might enhance your enjoyment of the 2017 Maintenance Session.

In Jane Grossman's article she described a new program called "First-Timer Guides." Do you recall your first MS? I certainly do. We followed the usual check-in procedure and were led to our parking spot. After that, we weren't sure just what to do. We had heard about the First Timers' Gathering, but that wasn't for a couple of days. We had heard great things about the MS, but figuring out how to make the most of it just wasn't obvious. By the end of the MS we had met some truly remarkable people, learned so much I thought my head would explode, and sent in our registration for the next MS.

Our experience wasn't unique. It is good that we have a reputation that lets First-Timers arrive with high expectations. But that first day or so at the Fairgrounds can set the tone for the rest of the event. Either it will be stimulating and satisfying, or somewhat dull and disappointing. The Guides program is intended to make sure that everyone's first MS becomes their first of many.

Ideally, each First-Timer will be assigned a Guide early, shortly after registration. That Guide (usually a couple) will have exchanged contact information with the First Timer and answered any pre-event questions that might arise. The Guide should meet the First Timer on arrival, preferably upon arrival for check-in. The Guides should make the First Timers comfortable, familiarize them with the Fairgrounds and MS venues, and make sure they have, or know where to get, anything that they might need.

The Guides should accompany the First-Timers to the First-Timers reception, the first Morning Hospitality, and the opening ceremony. If we can do that much for each First Timer, we will have done much to enhance their MS experience. The Guides should check on their First Timers throughout the MS to see if they are having any event-related problems and help get them resolved.

By now you might be thinking that the Guides are the same as Mentors called by a new name. Not so at all. The focus of the Mentors is on technical aspects of motor coach ownership. How does this work? Why is that the right procedure to follow? How can we make our travel more safe? The Mentors can answer those questions. The Guides fulfill a more social need. They help First-Timers become comfortable with the event and go home satisfied. The two are different and both are essential. If you were a First-Timer last year you are welcome to volunteer as a First-Timer Guide this year, and next, and so on.

We need as many Guides as we can get. One per First-Timer coach is the goal. There is no requirement for technical or coach specific knowledge to be a Guide—just a willingness to make friends out of strangers and welcome them into the MS community. First-Timers are our most important source of future survival and growth. We have 26 years of experience conducting maintenance sessions for our group of diesel motor coaches. Let's do all we can to make sure the organization can serve its participants for another 26 years.

Serving as a First-Timer Guide is not a time consuming activity and can fit easily with other volunteer work you might usually do.

Today is a good day to become a First-Timer Guide. Contact Jane Grossman to volunteer and help us make this new program a screaming success. Jane can be reached at jane.grossman@sbcglobal.net or 314-277-0382

This year's First-Timers are future MS Leaders. Volunteer to be a First-Timer Guide today.



Ramblin' Pushers
412 Walnut Street # 3294
Green Cove Springs, FL 32043-3443

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