



26 Years of Ramblin' & Still Pushin'

PRESIDENT'S

CORNER

I hope that everyone enjoyed their summer travels as much as Paulette and I did. In addition to the trip to New York we recounted in the previous article, we joined Hugh and Nova Skidmore and Roger and Carol Smalley in a trip through some Texas and New Mexico destinations. Our very enjoyable ramblings culminated in our attendance at the Albuquerque International Balloon Fiesta. If you have never attended this very exciting event, let me highly recommend it. Not only was this a very exciting show, we were extremely delighted to see several Ramblin' Pushers members and Maintenance Session attendees there which only added to our pleasure. We enjoyed the Balloon Fiesta so much we have already signed up for next year. This, like our Maintenance Session, is not a rally but an event. It is so full of activities that you stay busy from the time you arrive until you leave, again much like our Maintenance Session. You have activities beginning before dawn and running until well after dark. I guess this could be a reason we saw so many of our Maintenance Session attendees there. We handed out many invitations and hope to see more of our new friends at this year's Maintenance Session.

Not only were we happy with the event, we were pleased with the performance of the new coach during a 5-day boondock. The old coach would have really been at the end of its limits and our black water tank seriously approaching overflow. Our previous coach had two macerator style toilets and, consequently, more water usage. With the new coach having only one macerate style and one traditional toilet, it not only reduces black water generation it also reduces the fresh water usage. The capacity of both the fresh water and black water holding tanks were increased by 10

gallons each as well. So we could have comfortably stayed several more days with no holding tank worries.

The one sad occurrence this summer I must report was the call I received right before leaving on our trip from Dempsey Brooks. He had just gotten word from his doctor that he would no longer be able to drive. As the longest current members—according to our records having joined in 1995—Dempsey and Sarah will be sorely missed not only by me personally but by our club as a whole. They have always given me reliable council anytime I had a dumb question and have been the club's strongest supporters and greatest cheerleaders since I have been in the club.

I want to remind anyone interested in serving as a board member or officer of the club to contact the nominations committee before January 1. The application process is described in this Newsletter.

The contact information for the nominations committee is as follows:

Larry Hawkins
hawkmarq1@gmail.com
Paulette Jones
pjones4@bellsouth.net
Carol Smalley
carolgriffinsmalley@yahoo.com

Here's wishing everyone a safe and happy holiday season.



John P. Jones,
President, Ramblin' Pushers

RAMBLIN' PUSHERS NEWSLETTER

Mission

4th Quarter – December 2016, January, February
2017
Volume 26, Number 4

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.

412 Walnut Street # 5294
Green Cove Springs, FL 32043-3443

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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.

2017 Ramblin' Pushers 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

Cover Photo

The title block photo for this issue is Dempsey and Sarah Brooks's 2009 Navigator. Dempsey and Sarah have chosen to end their RV lifestyle. This issue of the Newsletter is dedicated to them and their long service to the Ramblin' Pushers.

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

This issue of the Ramblin' Pushers Newsletter is dedicated to Dempsey and Sarah Brooks and their years of generous service to the Ramblin' Pushers. Recent events have led them to the decision to abandon the full-time RV lifestyle in favor of a brick and sticks home in Titusville, Florida. They are featured in Jim Grossman's tribute article on page 5.

Most of us will read Jim's article and nod and smile as he describes the breadth of their influence on the life of the club and the Maintenance Session. Dempsey and Sarah have served as board members, Sarah served as the Membership chair for many years and took a term as Treasurer. Dempsey has served as a board member and most recently as the Sponsor Member Coordinator. Both have made unique contributions to the maintenance sessions for many years.

Sarah is widely known and loved for her "Decorating Cents" seminar. Sarah took the stage and regaled her audience with advice on motor coach decorating to personalize the décor in such a way as to make a family's coach truly and uniquely theirs. Attendees were given advice on interior cleaning techniques and interior decorating. Sarah advocated placing a nice table lamp, (not a little "pimple" of a light) on the "stern wheel." To Sarah, that area is the entry foyer of the motor home and deserved a bold treatment. There were frequent outbursts of laughter as people caught on to her jokes and joined in the fun. Dempsey and Sarah are planning to attend the mid-year meeting in January and also to make the trip to Goshen for the 2017 Maintenance Session.

The Smalleys, along with the Skidmores and Joneses traveled together to the Albuquerque International Balloon Fiesta in October. It was a memorable experience that is described in an article on page 14. I would encourage anyone to

take the opportunity to attend. The sight of a field of hot air balloons rising into the early morning sky like flights of birds is something to behold.

While in the southwest, John Jones had occasion to take their new Endeavor to the newest Paul Evert RV location in Flagstaff, Arizona. He describes the dealership in his Manufacturer Relations article (page 16).

REV has opened its new factory service center in Decatur, Indiana. In the REV in the News article on page 17, you can see the announcement and some photos of the facility and staff. Shortly after the opening, former member Bob Wolnewitz visited the Center and reported on his experience to the online forum. His independent observations are relevant and encouraging. We should all wish the company the best success with this vital resource for maintenance of our coaches.

The most important event of the annual business meeting is the election of officers and directors to serve on the Ramblin' Pushers Board. If you would like to serve as an officer or director, or you would like to nominate someone else, you must follow the procedure described in the article on page 9. The eligibility requirements specified in the ByLaws are presented and instructions are provided to inform the Nominations Committee of your nomination. The people chosen will lead our organization for their term in office. It is an important job and everyone's choice matters.

Carol and I send our holiday wishes to the entire Ramblin' Pushers community. Be safe in your travels, and enjoy the company of family and friends in this festive time of year.

Happy Holidays!



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 2017 MS COORDINATOR

As I write this article, Jane and I are definitely looking forward to Thanksgiving. For the first time ever we will have both kids and all four grandchildren under our roof together. As most of you know, grandchildren are God's compensation for getting old. We are also looking forward to leaving for our winter stay in Arizona. If any of you will be in Tucson or the Phoenix area, be sure to give us a shout. We always enjoy spending time with our Ramblin' Pushers friends.

Our Maintenance Session Coordination team leaders and their helpers are already hard at work planning the 2017 event. Roger Smalley is heading Educational Activities, Ray Blush leads Building and Grounds, while Deb Isett manages Administrative Activities. Each of those coordinators has a staff of team leaders and helpers. There are also many more of our members who lead other MS functions that do not fall under those three areas. I would be remiss not to mention that John Jones and Hugh Skidmore are following Dempsey Brooks and Bill Farmer, who so capably managed the activities centered around Building A with our Dealers, Service Providers, and Vendors.

We will have a lot more details about the 2017 Maintenance Session in the next issue of this newsletter.

We need everyone to pitch in and help with some aspect of the event. Please see Jane Grossman's article on Volunteers.

And, of course, if you have not registered for the MS, it is definitely time to do so. We already have 167 coaches signed up, an increase of more than 20 coaches over this time last year. If you have registered, why not invite a friend? Anyone with an REV family diesel motor home is welcome. This includes Holiday Rambler, Monaco, Beaver, Safari, American Coach, and Fleetwood.

Jane has been making calls to last year's First Timers. Most will be returning in 2017. Many report passing out invitation envelopes to people they meet in campgrounds and RV parks, and some of those have already registered.

Our MS team is working to present the best event ever. We look forward to seeing you in May.

A TRIBUTE TO TWO VERY SPECIAL PEOPLE

Most of you know that Dempsey and Sarah Brooks have sold their coach. We expect to see them at the Maintenance Session, where we will have a chance to recognize them and thank them for many years of service to and fellowship in the Ramblin' Pushers. Dempsey has most recently chaired our Dealers and Service Providers and previously served as a member of our Board of Directors. Sarah has also served on the Board, been Membership Chair, and dare I not mention the star of one of our most popular and entertaining MS seminars "Decorating Cents."

I have had the honor and privilege of working with both Sarah and Dempsey as I became involved in the MS. In fact, Jane and I initially joined the Ramblin' Pushers when Sarah was Membership Chair. We had just arrived at a pre-rally of Holiday Rambler International (HRI) an FMCA chapter much like Monaco International. It was in Macon, Georgia before a big late winter FMCA convention in Perry, GA. Sarah came

knocking on our door and gave us little choice but to join the Pushers. She trusted us to send in our check, but gave us our membership pins right on the spot. She pointed out that several of our friends in HRI were quite active in the club. Dempsey's professional handling of our Dealers and Service Providers has certainly made my job easier when it comes to the activities around Building A on the fairgrounds in Goshen. We have all benefitted from his hard work.

Sarah and Dempsey, we will all miss you very much.

Jim Grossman

Chapter 419 Vice President
2017 MS Event Coordinator

Phone: (314) 277-0531

jim.grossman@sbcglobal.net

MAINTENANCE IN UPPER CASE

One of the joys of motor homing is our constant awareness of keeping up with the hundreds of maintenance items to keep our “rolling houses” rolling!

And, it seems, preventive maintenance is a subject we all work diligently to have under control.

I have learned a lot about maintenance from the Ramblin' Pushers organization over the years, and want to share a few tidbits that have kept my wife Linda and me “On The Road” as often as we want to be.

One of the first things I suggest is to review each and every manual you have—not only the basic ones for the motor home itself, but also for the transmission, slides, chassis, generator, electric steps, heat pumps, furnace, washer, dryer, refrigerator, range, microwave, awnings, jacks, water heater, inverter/converter and toilet, just to name a few! There also should be operator manuals for each and every electronic component you have on board such as TV, satellite, recorders, radio and surround sound. Once your review is finished, make notes about which items need attention monthly, every 3, 6, 12, 18 or 24 months. It also helps if along with those notes, you jot down the manual and page number for reference. And if you do not have a data card or data sheet with the manufacturer, model and serial numbers for the specific pieces of equipment in your motor home, I suggest you contact your manufacturer and request one. It certainly will help when you face questions about your components.

Then compile a “Taking Care of Mo-Ho” book with your notes in sequence by duration, and in

many cases, mileage or hours will be a component of the notes. It's also a good idea to have a handy reference in that same book with part numbers and vendors of each replacement item, such as the many different filters we have for the engine, power steering, desiccant air dryer, generator and cooling system. Your alternator and air conditioning belt part numbers would be good to have as well.

Then, each time maintenance is performed on a specific item, make note of it in the book which will serve as a handy reference to help you schedule the proper maintenance performed at recommended levels.

As you have often heard, be sure to have your unit weighed at all four corners so you will know how much inflation to put in your tires. This is a critical safety item, and you can get your RV weighed upon entry at the Elkhart County Fairgrounds as you arrive for the 2017 Maintenance Session. Our volunteers will be up front as you arrive, as they always are, to give you a proper weight report.

We cannot overachieve on the maintenance issues for our very complicated machines, and I hope this article helps some of us stay ahead in our wonderful life of motor homing!

Ray Blush

Building & Grounds Co-Coordinator

VOLUNTEERS NEEDED!

WE NEED YOU TO VOLUNTEER FOR THE 2017 MAINTENANCE SESSION! We are already working hard to get everything in place. As I am sure you know, the MS is totally run, from beginning to end, by volunteers like you and me. Our "pay" is the satisfaction of making new lifelong friends and helping assure a successful Maintenance Session.

I hope you have sent your registration in with areas you would be willing to work. If you have not sent your registration in yet, when you do, please indicate on the bottom of the form the areas where you would like to work. I am sure both pilot and co-pilot can find an area or two of interest. Please note that Lifestyle Activities is incorrectly listed as Ladies Activities.

New this year, and not listed on the registration form, is First Timer Guides, under the direction of Doug Lindhout. Their job will be to help the First Timers learn how the MS works and feel comfortable from the time they arrive. These Guides will contact the First Timers to let them know what to expect of the MS, be their escort to the First Timer social/orientation, and to take them to the Friday morning hospitality and opening meeting. If this is something you would like to do, just write it on your registration or

contact me directly. Don't worry, when you volunteer to be a First Timer Guide, you will get training.

We are also looking for Seminar Hosts and Mentors. All of these positions are easy, fun, and a great way to be part of the MS while helping others.

There is something for everyone, both pilot and co-pilot, so please volunteer for a job that fits what you would like to do. If you have sent your registration in, but did not sign up, just email me at jane.grossman@sbcglobal.net and let me know.

Jane Grossman

Volunteer Chair

jane.grossman@sbcglobal.net



CALL FOR FIRST-TIMER GUIDES

The Ramblin' Pushers Maintenance Session has earned a very favorable reputation among the vast majority of current and past attendees. Also, we all do a great job of speaking with fellow owners of eligible coaches about the usefulness of the MS. Too often, though, First-Timers arrive with unrealistic expectations concerning the types and amount of actual work that can be completed during the MS period. The corps of Mentors has been very effective in addressing technical issues on a one-to-one basis, but two problems have remained unsolved: First-Timers often do not really know what to expect before they arrive, and they may arrive without knowing hardly anyone else at the MS than the persons who referred them. The First-Timer Guides program has been initiated in order to address both of those issues.

Upon registration, the First-Timers will be contacted by the F-T Guides Coordinator who will explain how the MS works, how they can prepare to maximize their use of the time and resources of the MS team and vendors. An F-T Guide will be assigned to each First-Timer.

First-Timer Guides are asked to make contact with their First-Timers early, well before their arrival at the MS, preferably shortly after they register for the MS. This may be done by email or telephone. F-T Guides should introduce themselves and become the person to call with questions before the MS begins.

During the MS, F-T Guides are asked to perform three specific tasks:

Become a Guide and help a First-Timer make the most of their first MS.

1. If possible, meet the First-Timers upon their arrival in the ECCC parking lot. This is most easily planned through telephone contact on the day prior to their actual arrival. After they are parked and set-up, take the First-Timers on a brief tour including seminar locations, vendors, and service providers.

2. Accompany the First-Timers to the First-Timer reception. This is a good opportunity for them to meet other Ramblin' Pushers and First-Timers. It is also an ideal opportunity for them to find a Mentor who is familiar with their coach.

3. Accompany the First-Timers to their first Morning Hospitality and the Opening Ceremony. Explain how to choose seminars that will best fit their needs and explain that there are always more seminars than can be attended in a single MS.

Much of this might sound very much like the function of the Mentors. But the Mentor's focus is on the technical aspects of their particular coach and its operation; the focus of the F-T Guides' is on making the First-Timers feel welcome and ready to enjoy a successful first Ramblin' Pushers Maintenance Session.

Doug Lindhout has agreed to serve as our First-Timer Guides Coordinator. Please contact him right away to become First-Timer Guides and make new First-Timer friends for yourselves and the Ramblin' Pushers. Doug can be contacted at doug.lindhout@outlook.com or 616-490-8265.

ELECTION OF OFFICERS & DIRECTORS

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 Nominations 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 nominations committee on or before the closing date of 6 January 2017.



SINCE 1990—THE STORY OF THE RAMBLIN' PUSHERS*

Perhaps you have wondered, as I have, how our club came to be and how it has grown to be the successful organization that it is. This incomplete history is an attempt to discover our origins and identify some of those who shaped it from its early days.

Very little has been preserved from the time of the Ramblin' Pushers beginnings. The club was founded as a special interest chapter of the Holiday Rambler RV Club on 16 January 1990. The Official Charter was presented to the new club on 6 March 1990 by Mel Cook, the HRRVC Region III National Director. The Official Charter lists 17 couples from 9 states as charter members. Their names appear here in the Charter Members table.



Those organizational pioneers were bound together not by geography but by their shared interest in the care and use of their diesel motor homes. That interest was manifested in their eventual establishment of an annual rally-like event that concentrated on sharing knowledge of diesel mechanics, helping each other perform regular maintenance tasks, and learning more and more about how to keep the propulsion, habitability, and safety systems of their motor homes in top shape.

Among the early members of the Ramblin' Pushers are Dempsey and Sarah Brooks (HRRVC 85414); they joined the Ramblin' Pushers in 1995. Dempsey has served our club as the Dealer/Service Sponsor Coordinator, inviting companies to become sponsor members and supporting our club by participating in maintenance sessions as vendors and seminar presenters. Dempsey's frequent contact with our sponsors has done much to create the strong relationship we enjoy with our sponsors. Sarah is presently a member of the Ramblin' Pushers Board where she is active as a leader in the organization. She also served a

*Every year there are fewer and fewer members of our organization whose personal memories include the early days of our organization. This article is compiled from historical documents maintained by the secretary, a 2015 Newsletter article by Larry Laursen, and information submitted by Bob Wolnewitz and others. **Disclaimer:** Authoritative sources and documentation of key events has been difficult to find and are often found to contradict each other. Sources are identified when possible.

term as Treasurer and was the club's Membership Chair for a number of years.

Sarah is best known for her "Decorating Cents" seminar at the MS. It has become one the most well and enthusiastically attended sessions. Sarah's homey humor and easy presentation style have earned for her the esteem of her many faithful audiences.

According to Sarah, before about 1997 there was nothing that resembled today's Maintenance Session. A group of 15 or so coaches would meet to perform maintenance and discuss issues with each other. Those early events were referred to as "Diesel Workshops." Meals at the events were prepared by the



participants and shared as potluck dinners. The mechanically inclined worked on their coaches in the campsites. No dealers, vendors, or service providers participated.



It was quickly realized that the casual approach to coach maintenance was not the pattern that the group wished to follow. In about 2001 the workshop was held in a fairground in Mobile, Alabama. The group had the site to themselves, but still there was no dealer or vendor support for the event. At one point the event was moved to the Lazy Days resort in Seffner, Florida. The group was allowed to use Lazy Days' facilities for seminars and meals and they were able to park together. But after a short time the park was unable to accommodate their resource needs.

Longtime member and past president, Larry Laursen, joined the Ramblin' Pushers in 2000 and attended his first workshop. It was held as a pre-rally meeting associated with the HRRVC International Rally in Perry, Georgia. In an article in the Ramblin' Pushers Newsletter (Vol. 25, No. 1) Larry recalled the attendance to be 20 to 30 coaches.

Ramblin' Pushers Charter Members			
40082	Robert & Jaque Miller	Largo	FL
27429	Tom & Sue DuPree	Blairsville	GA
51816	Bob & Betty Fortna	Riviera Beach	FL
57873	Roger & Bonnie Welden	Hobe Sound	FL
41612	Archie & Ruby Scroggins	Canton	TX
45694	Gary & Rosvi Casteel	Wakarusa	IN
36741	Mel & Sue Shipp	Chatanooga	TN
51614	Gil & Marilyn Carlsen	Sarasota	FL
48600	Don & Carol Weaver	Columbus	OH
51352	Ruben & Donna Baldivid	Charlotte	NC
50438	Dennie & Margaret Massy	Knoxville	TN
23782	Bob & Ruth Brunk	Kerrville	TX
51003	Frank & Louise Carbery	Odessa	TX
43966	J.H. & Dorothy Coomer	McCamey	TX
60446	Bob & Doris Reynolds	Kittery	ME
45736	Gene & Juanita Thrasher	Bentonville	AR
12980	Bill & Hope Walker	Odessa	TX

The maintenance event continued to be scheduled in conjunction with the HRRVC international rally until it settled into its current home in Goshen, Indiana. Holding the annual maintenance session in close proximity to the factories that made the components and built the motor homes made it attractive to those companies to support the event and provide technical services. There is a photo of an early MS pin from 2002. It features a side-view silhouette of a motor coach with an Amish horse-drawn carriage superimposed. The text referred to a "diesel workshop" and Goshen, Indiana. The MS continues to be held at the Elkhart County 4-H Fairgrounds.

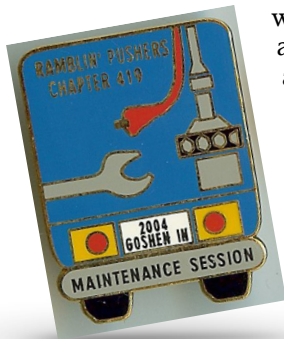


Over the course of the following years the club has continued to grow and the maintenance session has remained as the signature event that defines our organization. Membership levels have varied as the sale of diesel motor homes and the economics of the industry has changed.

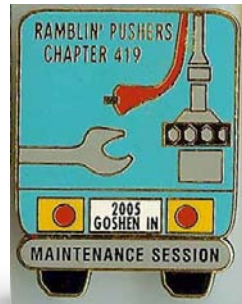
Also in 2000 the Ramblin' Pushers Yahoo! group (ramblinpushers@yahoo.com) was

established. Group members were able to post maintenance and safety related messages at any time of day or night. The traffic on the e-group is monitored managed by three co-moderators, Larry Laursen, Ed Shaw, and Bob Wolnewitz. Because of the significant number of messages handled (4,722 from 01/01/2016 to 11/12/2016), the

moderators limit the discussion to topics related to diesel motor home care and operation.

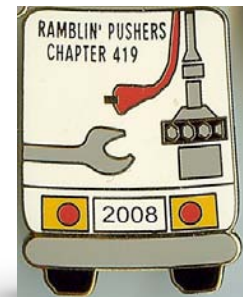


The Holiday Rambler Corporation was a pioneer in the recreational vehicle industry and was widely respected as an innovator in the design and fabrication of RVs. From its beginnings in 1953 as an early builder of towable bumper-pull



travel trailers it expanded into the design and production of fifth-wheel towables, and motorized recreational vehicles. The company enjoyed a growing market of loyal customers who moved with the company to larger, more luxurious vehicles for family vacations. Those loyal customers joined together in the Holiday Rambler RV Club, the parent organization of the Ramblin' Pushers.

As the years passed and the industry experienced periods of rapid expansion followed by deep decline, the Holiday Rambler Corporation ceased to be an independent entity and became a brand whose ownership passed through Harley Davidson, Monaco, Navistar, and Allied Specialty Vehicles (now REV). Membership in the Ramblin' Pushers club has been affected by the business cycle of the industry, with periods of rapid growth and incremental decline.



In 2014, the Ramblin' Pushers leadership invited owners of Monaco coaches to participate in the Maintenance Session. The addition of those coaches did much to offset the loss of members and bolster MS registrations. More recently, the remaining REV branded class A diesel motorhomes have been welcome at our event. These include the American Coach, Fleetwood, Safari, and previous Beaver brands. That expansion of eligibility to attend the MS has halted the decline experienced in recent years and begun an encouraging increase in the number of registrations.

The organization created by a group of 17 coach owners in January of 1990 and nourished by the dedicated participation of enthusiastic members such as Dempsey and Sarah Brooks is now approaching the 27th anniversary of its founding. The club has changed over the years, as all successful organizations must, but the organization has continued to be a valuable resource for its members and associates.



Ramblin' Pushers Past Presidents

Robert Miller	1990
Dennie Massey	1991
Rubin Baldivid	1992
Skeets Cunningham	1993, 1994
Jimmy Dull	1995, 1996
Bill Wall	1997, 1998
Ronald Brown	1999, 2000
Diane Gouge	2001, 2002
Bruce Harris	2003, 2004
Larry Laursen	2005
Charlie Wahler	2006
Dick Reidenbach	2007, 2008, 2009
John Miller	2010, 2011
Roger Stickley	2012, 2013, 2014
John Jones	2015, 2016

Source: RP Newsletter 1Q2015

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.)

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"/>

Check, if applicable:

Handicapped (Limit 19)*

First Timer **

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

TOTAL AMOUNT PAID (US Funds Only)\$

** 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

UP, UP AND AWAY

Each year, hundreds of hot air balloons from all over the world descend on Albuquerque, New Mexico for the Albuquerque International Balloon Fiesta. This year Ramblin' Pushers John and Paulette Jones, Hugh and Nova Skidmore, Roger and Carol Smalley, Roger and Dee Stickley, Paul Englund, and Larry and Marg Hawkins were in attendance as part of the Balloon Fiesta Rally sponsored by the Monaco International chapter of FMCA.



Sunrise in Albuquerque

The Fiesta takes place over 9 days starting the first full weekend in October. The Monaco International Balloon Fiesta rally takes place during the last 5 days of the Fiesta. Rally participants occupy dry-camping spaces in the VIP area, just south of the launch field. It is a regular occurrence to have balloons floating low over the coaches as they drift south in their initial ascent. It is possible to view the balloons and evening fireworks from the comfort of your coach through the windshield, but to do so is to miss the essence of the event.

Hot air ballooning is an early morning activity. The crowds begin streaming into the park well before 6:00 AM daily. Fiesta officials study weather reports and forecasts to determine whether or not the balloons can take flight safely. Fiesta attendees are invited to stroll among the balloons and crews on the launch field for an up-close, personal balloon experience. The spectators on the launch field experience the sound and heat of the burners as they inflate the enormous envelopes of the balloons. The flames turn the balloons into colorful luminaria in the early glow of dawn. Ground crew members manage the orderly inflation of the envelopes, hold lines to

control the gentle rising of the balloons from the ground, and steady the tentative movement of the basket as the balloon becomes eager to slip “the surly bonds of Earth.”¹



The American flag floats by to a performance of the Star Spangled Banner.



John Jones at the throttle of this balloon burner with Paulette Jones and Hugh Skidmore in the basket and Carol Smalley, and Larry and Marg Hawkins alongside.

¹Magee, John Gillespie, Jr. (1922-1941) RCAF Pilot Officer and author of the poem, “High Flight.”

Just to the east of the launch field is a midway of vendors offering all sorts of items for sale. They range from food and drink booths to jewelry, balloon fiesta clothing and souvenirs, games and amusements for children, entertainments venues and many other items. A breakfast burrito and a cup of Piñon coffee make a tasty treat you just can't get at home.

Membership in the Monaco International chapter of FMCA is open to anyone who owns any brand of motorhome produced by Monaco Coach Corp. or Monaco RV or the Monaco Division of REV

(Monaco, Holiday Rambler, Beaver, Safari, Royale, etc.) and is a member of the Family Motor Coach Association.

The Ramblin' Pushers and Monaco International already share a good number of members. If you meet the eligibility requirements noted above you might want to join Monaco International.

Attending the Balloon Fiesta with Monaco International is a great way to experience this truly unique event. Mark your calendar now for October 11 to 15, 2017 in Albuquerque.



A hot air balloon slips quietly into the morning air



A trio glides over the RV parking area



Whimsical special shape balloons are crowd pleasers

MANUFACTURER RELATIONS

While on our fall trip I had my first warranty issue with my new coach. The front furnace didn't want to light at high altitudes. Since I was close to Paul Evert's newest dealership and did not mind the excuse of spending a few days in the Flagstaff, Arizona area, I made an appointment to have it looked at there.



Paul Evert Service Technician, Robert.

I was very impressed with the small dealership tucked into a large shopping mall. The staff was as friendly and courteous as any I've had the pleasure to deal with. The parts department was the largest I've ever seen in any small location. They had all sorts of parts that you normally do not find. They have a nice, well equipped three bay service area with lifts which is something else you don't normally see in a location this small.

Like all well run service centers, they understood that the best place for my wife to stay during the time they were servicing our rig was in the coach with our Jack Russell Terriers. They immediately started work on my coach with the furnace being the first item addressed. It turned out that it was just slightly out of adjustment and my technician knew exactly what to do. Apparently it's not unusual for furnaces to not like the altitude so he's had a lot of experience with this problem.

They also serviced my generator which after the Balloon Fiesta was due an oil change. We were fixed, serviced, and out by lunch which, by the way, they provided. I was extremely impressed by how they handled their customers. I was observing their interactions with other customers while they were working on my coach. They

really care about fixing your problems and go out of their way to getting you back on the road quickly. I could not have asked for anyone better than Robert, my assigned technician, who went out of his way to do a good job. If you have problems out west, I strongly recommend this location. Visiting this location also gives you an excellent excuse to take the short drive to Cameron for their wonderful Navajo tacos and Sedona for its magnificent scenery as we did.



Parts Manager, Patty Wytroval (Left) and Kim Burke, Service Manager

A short note about REV. We were told in January that the name change to REV was the predecessor to its going public. In October REV filed an S1 Form with the US Securities and Exchange Commission (SEC) regarding its initial public offering. The underwriters for the offering are Goldman Sachs, Morgan Stanley, Baird, BMO Capital Markets, Credit Suisse, Deutsche Bank, Jefferies, Wells Fargo and Stifel. This will provide an influx of capital for the company to continue its steady growth.

John P. Jones,
President, Ramblin' Pushers

REV IN THE NEWS

REV Ribbon Cutting Dedicates new Visitor Center

REV Group company officials and local leaders in Decatur, Ind., cut the ribbon this morning (14 October 2016) on the brand-new REV Visitor Center, the capstone to a \$6 million expansion and renovation project.

“This is a big day for us. This is the only company in this industry that is making this kind of investment,” said Jim Jacobs, REV RV Group president. “It’s showing something that none of our competitors are willing to do. This is the part of the business that’s critical, customer experience. It’s the part of the business that can really differentiate a company.”

Tim Sullivan, president and CEO of REV Group, parent to the RV group, noted, “This is a big deal for REV. We wanted to make sure we put a first-class, one-of-a-kind facility in our headquarters. We actually plan to expand as we move forward.”



The work transformed the downtown portion of REV’s 180 acre campus, doubling its manufacturing footprint in Decatur. It also turned the company’s visitor center into a state-of-the-art, two-story focal point featuring a bright, open atrium with a lofted lounge, as well as an outside entertainment patio with a large gas fire pit.

In addition, the visitor center features a laundry facility and 49 paved campsites that are complimentary to guests while also housing REV’s East Coast Regional Technical Center that includes a 15 service-bay center, three paint booths, and takes up 84,000 square feet. Staffed with diesel chassis and RVIA-certified technicians, the facility provides service for owners of American Coach, Monaco Coach, Holiday Rambler and Fleetwood motorhomes. The campus also has a parts center for REV aftermarket parts.

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“We’re going to build the best coaches in the RV industry, second to none. We will be a first-class company — we will act first class, we will be first class,” Sullivan continued. “You can’t do those things unless you support your customer.”

The Decatur campus is part of an effort to broaden REV’s nationwide reach. In addition to reopening plant 3 with 137,000 square feet of production space dedicated to American Coach and Monaco Coach, the company added a 50,000 square-foot plant for the manufacture of Holiday Rambler Admiral and Fleetwood RV Flair units.

The company is starting work on two more regional service centers this year in Texas and Nevada — each of which includes a multi-million-dollar investment —and a parts warehouse in Jefferson, N.C. The goal, Jacobs said, is to support customers and reduce backlogs for service at dealers. “We don’t want to compete with our dealer partners,” Jacobs said. “We have chosen these sites strategically.”

REV also announced plans to move Goshen Coach production from Elkhart, Ind., to Salina,

Kan., and Imlay City, Mich., in order to use the 161,000-square-foot Elkhart facility for production of Class C motorhomes.



Service Center Experience Reported by Owner Bob Wolnewitz

Bob Wolnewitz, Co-Moderator of the Ramblin’ Pushers online forum, visited the new service center in September and posted his assessment of the service quality and overall treatment he received as a drop-in customer.

In his own words,

“I was at the facility in September to have a few things done while I am still under warranty. I couldn’t get an appointment that coincided with my travel plans, so I went in as a drop in. You can get up to three things done with some limitations as a drop in and they fit you in as they can but usually within a couple of days. Priority for drop ins is safety items, warranty and then others. I arrived on Monday and was in the shop Tuesday morning. They did a great job on my coach and did a couple of quick extras as well as giving me parts to fix a couple of minor items myself like a drawer latch and outlet cover. The new facility is very nice. We stayed in the new campground area which has electric but no water or sewer at your site but it is available onsite. The rest of the new area was still under construction so I can only comment on what I could see but it

looked like a first class operation with lots of extras for customers that were waiting. By the way, they have folks that are owner relations rather than customer support. It is refreshing that they do recognize us as owners and are interested in building loyalty.

“A couple of quick comments on my coach. I got it in January and just completed a 4+ month trip of over 6000 miles. It is a great coach. There are a couple of minor design issues and there were a few installation/build issues but all minor and they have been very responsive in making things right. Hopefully the design issues will be corrected in future coaches. They have welcomed our feedback and are very interested in owner satisfaction and delivering a great coach rather than building in warranty costs into their cost models. As Dave says below, they are putting their money into the process from start to finish and I think will continue to improve both the product and owner experience.”

Bob Wolnewitz, Co-Moderator, 2016 END DP

SPONSOR MEMBERS

Sponsor members are companies who are members of the Ramblin' Pushers and serve the RV market, either as dealers of new and used 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. If you have occasion to need the services of any of these firms, you should identify yourself as a member of the Ramblin'

Pushers. Many offer our members some level of preferential treatment.

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.daybrosvrsales.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

SERVICE SPONSORS (CONT.)

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.glentire.net
 Email: pitstop@glentire.net
 Contact: Glen Zimmerman 574-862-1159
 glen@glentire.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.)

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2016

THE LAST WORD

Thanksgiving has passed and for many of us it is time to 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 (page 8), she described a new program called "First-Timer Guides." Do you recall your first MS? Carol and 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 Timers and answered any pre-event questions that might arise. The Guide should meet the First-Timer on arrival, preferably in the parking lot before 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 just that 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 roles 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 First-Timer coach per guide 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 Ramblin' Pushers community. First-Timers are our most important source of members for our 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 satisfy 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 or Doug Lindhout 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. You can contact Doug at doug.lindhout@outlook.com or 616-490-8265.

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

Ramblin' Pushers
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