



THE PREMIER ENTEGRA DIESEL COACH OWNERS ASSOCIATION

Rollin' Along

October 2019

Featuring:

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

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

Volume 3 Issue 2, October 2019
Produced by: Dana Sawyer
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Presidents Corner

We have come to a turning of the seasons, both literally and figuratively. Fall is upon us and we have recently made some changes in leadership. Our recent elections will take us in new directions as our club matures. The approval of our job descriptions and organization chart will ensure a continuity of leadership over time. That said, I would like to welcome our new club officers Don Enns from Winnipeg, Bill Stone from Tucson, AZ, and Goldie Hanson from Port Charlotte, FL.

I want to recognize the departure of Tommy Townsend, who will continue as President of the AIM Club. As you know, Tommy and Bonnie have attended many club functions and were gracious enough to host a nice club rally at the WinStar Hotel & Casino. When your paths cross, please thank Tommy for his service.

As I recognize retiring officers, I would be remiss if I failed to honor our retiring Co-Founder and Charter Secretary, my wife Medarda Bauer. Needless to say, her assistance over the first 6 years has been indispensable. I hope you will all join me in thanking Medarda for her service. Ray Wenig will move into the Secretary's position.

Lastly, I wish to recognize Gary Jones for stepping into the newly created Senior VP position. As many of you know, Gary, along with his wife Dee, have created the annual Entegra@Quartzsite Gathering every January. As we move forward in our attempt at ensuring our responsible stewardship of the ECOA, this new position will help us sustain continuity.

Looking ahead to 2020, we will have a full and growing set of Club events for you to choose. For your convenience and travel planning, we will be posting "Save The Date" notices in our EVENTS webpage.

- ECOA@Tampa Supershow, January 15–19 (Plan to Arrive & Park on 1/14)
- Entegra@Quartzsite Arizona, January 17–25

- Up Up and Away Balloon Festival on February 28–March 1, Lakeland, FL
- FMCA Family Reunion, Tucson, AZ, March 25–29
- ECOA Rally, Sevierville Tennessee, May 4–8
- Entegra Homecoming, May 19–22
- ECOA Rally, Spearfish, SD, July 6–10
- FMCA Family Reunion, Syracuse, NY, July 30–August 2
- ECOA Summerfest Rally, Petoskey, MI, September 21-25, Hearthside Grove Motorcoach Resort
- ECOA Albuquerque Balloon Fiesta, Albuquerque, NM, October 7-11, Route 66 Casino Campground

I would like to thank our Nominating Committee. They did a great job. Richard, Manny, Lynn, Ron, & Joe, the Club is in your debt. (See the Minutes of our Annual Meeting in this edition.)

On the same topic, several club members have stepped forward, and offered to invest a little of their time to make our club better. if you have time to help, it would also be appreciated. Please send me an email if interested.

In closing, we have been searching for a way to enhance and incorporate input from our members. Our membership software, Wild Apricot, has a survey feature which we will attempt to utilize. Our first beta test will consist of a single question regarding places for rallies. Hopefully you will take a moment to respond when it arrives in your mailbox.

From the Editors Desk

Every day there is sad news, but each day itself is glad news. Hopefully each of you are finding glad news in your days whether you are traveling or at your destination.

From Jeff Hamilton our Webmaster

I have made a change to the ECOA email address as it relates to ECOA event broadcasts. In the past we have had some email deliverability issues when we would send out a notification of a new rally or newsletter announcement. We have had many members reach out to us stating that they never receive the announcements in their email. Prior email notices have come from our host site email address which was ECOA20@wildapricot.org.

All future newsletter and event announcements will be coming from the noreply@entegraowners.com email address. I encourage you all to add this email address to your email contacts so that your email server does not confuse this address as spam. This change should improve deliverability of our ECOA email announcements. Safe travels all!

Technical Hints and Information

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

Tips for Maintaining Your Entegra Coach By Entegra

- Inspect roof for condition of sealant, cracked roof vents, missing mushroom caps. Seal any voids or cracks found.
- Inspect awnings and slide out toppers for debris. Remove any discovered debris.
- Inspect caulking and sealants on the exterior. Seal any voids or cracks found.
- Inspect and clean filter for roof air conditioner ceiling return air vents.
- Inspect under motor home for water system or chassis fluid leaks.
- Inspect all exterior lights for function; headlights, clearance lights, marker lights, and brake lights.
- Inspect fire extinguishers to ensure the indicator is in the green zone.
- Inspect sink p-traps for leakage.
- Inspect rubber seals on slide outs and cargo doors to ensure they are in position and formed to function VS being flat or smashed.
- Check torque on windshield wiper arms; specification is 60 ft. lbs. DO NOT over torque.
- Clean and rinse sewage and gray holding tanks.
- Sanitize fresh water system; pump and tank.
- Check water system filters; whole house, drink dispenser, and refrigerator. Replace as needed.
- Check the removable filter on the water pump; clean and rinse out any debris.
- Protect the floor where slide out rollers rest on floor during transit.
- Proper winterization under certain circumstances.
- Clean and lubricate entrance step slides and rollers of Cornerstone units.
- Check Aqua Hot boiler antifreeze (propylene glycol) level in the reservoir.
- Inspect slide out motor mountings for loose bolts. Tighten as needed.
- Check fluids in the generator; both antifreeze and oil levels.
- AGS (auto gen start): Before setting for use, start and let it run until warmed up if it has not been run for an extended period.
- Check fluid in the hydraulic leveling system; it should be approximately one inch from the top of the tank.
- Check batteries in remotes when function fails.
- Check batteries or fuses in smoke and LP/CO2 detectors routinely.

PRINT THESE TWO PAGES FOR A QUICK REFERENCE



Maintenance for the Spartan Chassis Air System By Spartan

- Spartan Motors recommends purging the air tanks before and after each trip as routine maintenance.
- The lanyards are located on the passenger side of the Spartan frame, inside the wheel wells front or rear, or in the DEF tank compartment.
 - Lanyard location will depend on the model Spartan Chassis and where the tanks are located.
 - They may be found on the passenger side forward of the front tire.
 - They may be located behind the passenger side rear tag axle tire.
 - They may also be found in the passenger side DEF tank compartment.
 - The Spartan SAFE HAUL SYSTEM has an air tank with Lanyard located over the DEF tank.

- Ensure the system is fully aired up. Running the engine may be necessary to reach full air pressure.
- Pull the lanyards in order; GRAY, GREEN, RED. The sequence is important to be sure no moisture is introduced from the wet tank (gray lanyard), to the primary tank (green lanyard), and secondary tank (red lanyard).

Cleaning Tips from Summerfest By Entegra

ECOA's Ladies Tech Talk was conducted during the Summerfest Rally held at Normandy Farms Campgrounds in Foxboro Massachusetts. While a variety of topics were covered, many questions raised concerned the best ways and products to clean your coach. Using the suggestion of a participant a call was made to Entegra requesting their suggested list. That list appears below. It is hoped you find it useful.

Cleaning (Maintenance)

- Countertops
 - Non-Abrasive cleaner/disinfectant
 - Wet Sand/buff minor scratches
- Wall Panels
 - Windex- ammonia free
- Hardwood
 - Murphy's oil soap/water
 - Micro-fiber rag
- Furniture
 - Vinyl cleaner
 - Dab with alcohol
 - Micro fiber rag
- Flooring
 - Soft scrub-grout lines
 - Swifter floor mop
 - C-60 stained grout
- Shower
 - Windex- ammonia free
 - Soft scrub- floor
 - Rain-X Surround Glass
- Toilet
 - Thetford Aqua Foam
- Washer
 - Clean drain screen
 - HE liquid detergent
- Dishwasher
 - HE liquid detergent
- A/C Filter
 - Vacuum for quick cleaning
 - Remove filter/wash or replace
- Central Vacuum
 - Bag change, wash or replace filter
- Vinyl
 - Vinyl cleaner(Mohawk)
 - Rubbing alcohol- dab
 - Micro fiber rag
- Leather
 - Euro leather conditioner



Member Stories

Do you have a story to share?

Did you post an interesting bit on Facebook?
Did you make a discovery or have an adventure?
Do you volunteer for an organization? Good or bad, happy, or sad, exhilarating, or frustrating, your story may help or inspire others. Submit your information and photos to the Editor at:
dana.sawyer350@gmail.com

Towing Experience By Carl Welti

This is a tidbit that I learned the hard way this summer. I was towed twice for the same problem 8 days apart. It was not until the second tow that I was parked next to another Entegra owner. I sustained damage to the generator cover from the tow truck arm that goes under the front end to attach to the front tires. It put a nice gouge into the lower edge of the generator slide out door.

When I was talking to the owner of the older Entegra he told me that his generator cover came off. He did not think that would work on mine because of the lights on the cover. So, we opened mine up and there is a disconnect for the lights and in fact the cover can be pulled all the way off by pulling on the locking pin and pulling it past the stop. This should be passed on to all Entegra owners so they do not sustain this kind of damage when being towed. Because it was caused by "a professional" working on the coach, the insurance company does not have to cover it.

Pass it on so everyone is aware.

Bats in the Bedroom

By Wayne Baumann, Alt. Nat. Dir.

I would like to share an interesting experience. Eidella and I had following the FMCA rally at Minot, N.D.

Traveling with friends, we were enroute to Winnipeg Beach, Canada for the first Canadian Entegra rally and decided to stop at Dunseith, North Dakota to top off our fuel tanks. About 10 minutes before arriving at Dunseith, Eidella informs me "a bird is flying around the inside of the coach".

I question her "are you sure it's not a bat?" as I had seen a bat flying around the coach a couple of nights prior while at Minot.

She watches the bird and tells me "it's a bird". Eidella texts friends informing them of our situation. One friend responds telling her to use a flyswatter or net to get it. Our other friend informs us "we cannot take FOWL into Canada.

Upon arrival at the fuel station I leave to fill while Eidella hunts for the bird and finds it hanging from the cabinet handle above the bed.

She tells me "it's a BAT". She gets a flyswatter and returns to the bedroom to find the bat gone. Crawling across the bed she finds the bat hanging from the bathroom vent. Upon slight encouragement with the flyswatter the bat flew to the living room area. Eidella closed the bedroom door and told me to open the screen door to let the bat out. With encouragement the bat flew out the door to safety. I immediately closed the screen door and watched the bat circle around to return to the coach. Apparently, it had plans to go to Canada with us.

Apparently, the bat gained entrance by flying under the awning of a slide and staying there. In the morning of our departure we retracted our slides and the bat gained entrance to the inside of the coach.

Each day is an adventure in your RV. Happy travels.



Recipes for the Coach Life

Share A Favorite Recipe

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

Life and Spinach & 3 Cheese Dip

By Linda Hanson ECOA VP Membership

The Summer seems to have disappeared and I am not sure where it went! Lee and I did not get to travel like we had planned. Unfortunately, I have been battling Chemical Pneumonia since August 11th. I inhaled a cleaner which has left my lungs and trachea scarred. I am still under a specialist care and are trying different things, and praying for healing. Through all of this; I have come to realize that our bodies are fragile and yet a wonderful healing machine at the same time.

And... I do not take a single breath for granted! So why am I sharing this? Well, I guess to ask you "when you woke up this morning, what did you do with the breath you were given?" Did you look at your partner beside you and just watch them as they still slept? Did you look out your front window and see the beauty that peaked with the first sunrise? Or did you just stop and smell the aroma of your first cup of coffee and think of the person who had to pick those beans and say thank you under your breath? Is

your life filled with a "to do list" or a "schedule" that never seems to be finished? We all get busy at doing something and I admit I will be the first to say, "I just don't seem to have enough time". Well, the last few months have changed me just a wee bit. I cannot talk as much (Lee may tell you that is a good thing...hahaha). But each day is one more I get to enjoy and make a memory. So, take a moment and take a deep breath. It is the only thing that matters, because it is yours and you are alive!

Years ago, when we lived in Burlington, Iowa; we had the privilege to meet Chef Peter Harman "The Food Guru". We have used his cookbook (The Manly Art of MACHO COOKERY) so much that it is literally falling apart! One of his best appetizers (in our opinion) is "Spinach & Three Cheese Dip". His recipes are a bit tricky, but you can find his videos on line, if you want to watch them first. I guarantee once you master this Dip, you will not want another recipe, it is that good! Oh, and if you are in Burlington, Iowa, you can find his food there in a couple restaurants, just look for the "Chicken Lips"





sign! Also, "Graze" Restaurant in Iowa City, Iowa (I-80) has a lot of his food too.

SPINACH & THREE CHEESE DIP

- 1 Stick of Butter
- 1/2 Cup Flour
- 6 Cups Half & Half
- 1-1/2 Cups Parmesan Cheese
- 1-1/4 Cups Frank's Original Hot Sauce
- 1 Tablespoon Black Pepper
- 1 Tablespoon Kosher Salt
- 3 Pounds Chopped Spinach, Thawed

Thaw the spinach and squeeze out as much liquid as possible, reserve. In a large pot on medium heat, melt the butter until the foam subsides, add the flour, stir constantly to form a roux. Cook the roux for about 5 minutes until it is tight and smooth with no butter weeping out of it. If you burn the roux, start over! Turn the heat down to low and add the half & half very slowly about a cup at a time stirring constantly to incorporate and avoid roux lumps. Allow the sauce to simmer, stirring frequently with a rubber spatula or wooden spoon until the sauce becomes very thick like mayonnaise. Remove from the stove and allow to cool to room temperature.

Stir in the remaining ingredients after the sauce has cooled. To Serve: place the spinach dip into a microwave safe bowl, top it with cheddar cheese, microwave until the cheese melts and the dip is hot in the center. Top with chopped bacon bits, sour cream and diced red onions on top. Mix in the toppings and serve with tortilla chips. *Cover with plastic wrap while microwaving for quick and even cooking.

Safe & Happy RVing Everyone

Butternut Squash Soup

By Linda Sawyer

This is the perfect Fall dish. Warm, simple, and uses easily available ingredients.

- 1 large butternut squash, peeled, seeds removed, cut into 1-inch cubes
- 1 medium onion roughly chopped
- 1 -2 carrots cut into 1-inch pieces
- 1 cup unsweetened applesauce
- 1-quart chicken stock
- 1/2 teaspoon dried sage
- 1/2 teaspoon ground nutmeg
- 1 teaspoon dried ginger
- 1/2 teaspoon sweet curry powder (optional)
- Salt & Pepper (about 3/4 teaspoon each)
- 1/2 cup heavy cream

Place all ingredients except cream in a large Dutch oven or stock pot. Bring to a boil, then reduce heat and simmer for about 30 minutes or until all vegetables are soft. Remove from heat, and using a blender stick puree until smooth. (If using a regular blender, puree carefully in small batches).



Add heavy cream and stir to blend. Adjust salt & pepper seasoning as needed. Add additional stock if mixture is too thick.

Garnish with toasted sunflower or pumpkin seeds if desired.

Regional Activities

Summerfest '19 Rally

By Pat & Medarda Bauer Rally Masters

Fall color, crisp air, and great people; September was a wonderful time for our annual Summerfest. For those of you who have never visited Massachusetts, Normandy Farms is a fantastic campground close to everything and just 30 minutes from Boston. It did not matter which direction you chose to explore you found something of interest. Go north to Boston with its museums and historical places to view. Go east towards Hyannis visiting the Kennedy museum or go even further and visit the small quaint towns leading to the Atlantic Ocean. Go towards the south and you are immediately in Rhode Island. Go to the west and need I say it, there is a great outlet mall. As previously said, something for everyone.



While we experienced great food from Open Season catering; the number of individual restaurants abound. If you visit the campground, I suggest you

visit Lucianos, an authentic Italian eatery just 5 miles down the road. A few minutes up the road at Patriot Place many restaurants are there to please your palate.

The evening dinners were punctuated with conversations, many of which continued around open campfires throughout the evening. Individuals shared their day's adventures encouraging others to visit this or that place. Some people stayed taking advantage of the numerous amenities available at the campground.

As usual there were Tech Talks for the ladies and gents. Mike Butler came from Spartan to talk about our chassis and Pat Carrol arrived to encourage owners to suggest improvements for our coaches.

Attendees were treated a dinner sponsored by Entegra Coach. Entegra also provided a personalized "Private Coach" tag as a Rally gift.

It was a great time and we hope you will consider joining us next September as we Summerfest at Hearthside Grove in Petoskey Michigan.

OH Canada Rally

By Don Enns Rally Master

On Sunday, August 18th, 2019, almost thirty Entegra coaches crossed the Canadian border at the International Peace Gardens to meet at the Forest Hills RV Resort immediately south of Carberry, Manitoba, Canada. About twenty-seven of the coaches included Entegra Coach Owners Association (ECO) members from the United States representing such states as Florida, North Carolina, Pennsylvania, Tennessee, Michigan, Illinois, Texas, New Mexico, California, Utah, Montana, South Dakota, and Wyoming. Meanwhile five Entegra coaches originated from the Canadian provinces of Ontario, Manitoba, and Saskatchewan. The purpose was to engage in the first inaugural Canadian rally entitled the ECOA OH Canada Rally. For many participants, this was their first venture into Canada,

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Official Publication of the Entegra Coach Owners Association



and for the vast majority of attendees, this rally represented their first visit into the Canadian province of Manitoba.

The first evening in Carberry saw rally participants meet at the Sand Hills Casino which is located immediately adjacent to the Forest Hills RV Resort. Rally goers were treated to a buffet style meal and then later many tried their luck at the various gaming activities. Some apparently were very successful in their attempts at winning Canadian money at this great Indigenous casino.



On Monday, August 19th, the group left the Carberry area and proceeded to the Winnipeg Beach Provincial Campground where the most of the group will spend the next five days. Twenty-nine Entegra coaches along with one Travel Supreme and one "SOB" (Some Other Brand) spent the next four nights in one of Manitoba's best RV locations. The ECOA in rally preparations had formed several working relationships with local businesses in the Winnipeg Beach area, and consequently, the Winnipeg Beach Royal Canadian Legion catered two dinners and three breakfasts for the ECOA group. Of interest was the very high number of American veterans involved in this rally and their recognition of past service by the Canadian veteran members of the Winnipeg Beach Legion.



On Tuesday, August 20th, the group toured the Canadian Museum of Human Rights and visited the iconic river walkway at The Forks in downtown Winnipeg. The group also remained at The Forks to dine at The Old Spaghetti Factory, a Winnipeg favorite. On Wednesday, Joyce and Stephana from Entegra Coach of Middlebury, Indiana hosted a barbecued pork meal catered by Danny's Whole Hog. Later the world acclaimed Japanese taiko drum group Fubuki Daiko entertained the ECOA rally group and local residents on the Winnipeg Beach boardwalk at the main grandstand. This event will be jointly hosted by both the ECOA and the Town of Winnipeg Beach and even included some old "beat up" ECOA member from Winnipeg.

The rally event included a technical presentation on Onan generators from the Western Canadian Sales Manager of Cummins and featured a great "tech talk" from ECOA's President Pat Bauer and ECOA Vice President Tommy Townsend. And to address diversity at the rally, Medarda Bauer hosted a "Ladies" tech talk. Finally, Joyce and Stephana spent considerable time with the group answering questions and sharing information about our Entegra coaches. The group also had a presentation provided by a local Harvest Host operator explaining the benefits of perhaps becoming a Harvest Host member. Naturally the group attended several "Happy Hours" besides the Bauer coach.

On Friday, most rally goers departed from Winnipeg Beach after a rally many considered to be a

successful venture. The opportunity to showcase famous “Canadian Hospitality” along with exposure to local Manitoba culture created a relatively truly unique rally experience. And Pat and Medarda now know exactly that of what all Canadians know, what a “toque” is and the value of having such a piece of apparel for those cold Canadian nights.

CREATIVELY meet them. Please feel free to send ideas/issues that we can use to build a sensible and doable plan and strategy. This is YOUR club so get actively involved in any way you can.

Destinations

Tell Us About Your Favorite Destination

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

dana.sawyer350@gmail.com

Getting Ready for 2020 By Raymond Wenig Incoming ECOA Secretary

It is time to get ready for another NEW YEAR. The coming new year of 2020 will likely be a unique and complex year for the ECOA. The good news is we will have a new board of directors with new positions and challenges, and a new model year that will be a pinnacle product in the Luxury Diesel field. The bad news is that the RV industry is facing an economic downturn, changing buyer interests, confusing changes at dealer sales organizations, and many managerial transformations.

Suffice it to say this will likely be a year of CHANGES in many forms and levels. We will have the extra loads of a LEAP year, major political elections, social transformations, community activism, and environmental revolutions. As a member serving product/brand focused organization, we must be sure we are fully serving our members. The FMCA is mounting a major campaign on MEMBER ENGAGEMENT and we need to be onboard with this effort as well as their new ENERGIZED chapter supporting better AREA rallies and other creative elements.

Much of the work will take the form of more CONNECTIVITY with the players and MEMBERS of our sub-group to be sure we know and share what is going on in our spaces. KNOWLEDGE, FRIENDSHIPS, FUN, and ENGAGEMENT will be our deliverables and keys to SUCCESS. I look forward to a very active and energized Board of Directors year and to hearing from our members on their wants and needs and to finding ways that we can

Candy Hill Campground By Dana Sawyer

Linda and I are always on the lookout for new campgrounds, particularly on routes we travel frequently. When traveling north and south on the east coast we use I-81 & I-84 to avoid I-95 and the major cities of Washington, New York, and Boston. This year on I-81 not far from the northern border of Virginia is Winchester, Virginia where we found Candy Hill Campground.

We stayed just one night and it is a wonderful place to stop if you are traveling through or looking for a spot for that perfect vacation away from it all. Open year-round, Candy Hill Campground has a number of sites that easily hold a big rig and toad without unhooking.

The Candy Hill name comes from an interesting past. The truth behind the story is that years ago there was a farm house where the campground now stands and as a story book would say, there was a little girl who lived there. She had a dog who passed away and was buried on the hill behind the farm house and as luck have it, the dog's name was Candy. From then on, the hill was referred to as

Candy's Hill, hence the name, Candy Hill Campground.

Candy Hill Campground was established in 1979 and built from the ground up, bringing in load after load of topsoil and dirt to cover the jagged limestones in the ground that are so typical of the Winchester area. After 19 years, the Littman Family purchased the campground early in 1998. Today the Littman family works to maintain the campground and continuously improve the facilities and offerings.

What's New in Coaches

Entegra Service Highlights

Great Service Stories or Tips

Share your service experience with other members. Send a short story with names, places, and a description of the task. Submit your information and photos to the Editor at: dana.sawyer350@gmail.com

It is Good to be Lucky By Dana Sawyer

Our second annual service at Spartan in Charlotte, Michigan seemed routine. We checked in the afternoon before our appointment, went over the planned work, highlighted a possible issue with one wheel (which turned out to be OK), and spent the night.

The next morning, the assigned technician appeared on time at 7 AM, took the coach into a service bay, and reported out in a couple of hours that his inspection had found minor issues (slightly corroded battery terminals, low fluids, and a cracked belt). Fluids were being replaced anyway, the belt would

be covered under warranty, and I elected to care for the battery terminals myself.

All work was completed during the day and we received the coach back by 4 PM. We stayed overnight in Spartans RV waiting area and packed up to leave about 10 AM. As we were getting ready to pull away from the new dump station and fresh water fill, an unusual noise attracted our attention. When I walked back to check the engine bay, there was black smoke coming out the vents. You can imagine I quickly ran to turn off the engine.

After a quick check at the office, a mechanic came up and diagnosed the problem as a frozen AC Compressor, which explained why they had found a worn belt. As I said it is good to be lucky. Because I happened to turn on the dash air conditioning before leaving, the issue was found, repaired under warranty, and we were on our way within 4 hours. On a day before the Labor Day Holiday, Spartan was able to take care of an unexpected problem quickly and in a very professional manner.

Two Year Annual Inspection Report By Dana Sawyer

This article provides a glimpse of what to expect if you have never been to the Entegra Factory Service Center and is based on our experience during our two year warranty repair and Annual Inspection Report (AIR) process. Many thanks to Entegra because this article could not have been written without the help of Joyce Skinner Director, Customer Experience and Jeremy Mapes our Service Advisor.

The AIR (see the July 2019 Rollin'Along for the AIR checklist) is a comprehensive inspection of systems functionality and a visual check. You may request an AIR anytime you are planning a trip to the Entegra Factory Service Center. However, only the first one is done as a complementary inspection for new

Entegra Coach Owners **and must be included on your list** of items that you want taken care of at the factory.

This complimentary inspection can be done at any time during the two year warranty period which means you do not have to wait until the end of the warranty period to have this done. Whether you want to schedule just the AIR or you have a list of items that you want repaired as well, appointments can only be made 6 months in advance. Contact Entegra Customer Service for the proper procedure and any required documentation.

When we contacted Entegra, we were asked to provide a list of items we wanted repaired, a picture of each item, configure gramm, and to include the AIR on the list. Based on our list of issues we were given an estimated duration and start date for our appointment.

Next we had to get to the Service Center, Building 40 at 104 Bontrager Drive. We planned to get there the day/evening before because the coach needs to be ready for pickup at 6:30 AM on the day of the appointment. While our trip included the GPS sending us to a point where Indiana 13 was closed requiring an unhook and turn around, hopefully you have better luck. Regardless of where you come from, or what routes you follow, you will need to turn onto Bontrager Drive off of Indiana 13. Drive all the way to the end of Bontrager Drive where there are a total of 17 RV spaces, some on each side of the road, each with a 50 Amp electrical connection. Pick a spot, any spot not occupied or obviously saved.

Following the current instructions, upon arrival, you go to the customer lounge that is within sight of the parking spots, pick up your name tag, and place it in the windshield of your coach. This, along with the morning process of closing slides, stowing antenna, disconnecting power, and leaving keys for the 6:30 AM start gets you ready. Although a bit concerning for us that there was no one to talk with during this process, it all worked out. If you are really nervous and it is during normal business hours, there is a

Factory Service Entrance where you could get help or ask one of the other Entegra owners in the parking lot.

At 6:30 AM on the morning of your appointment go to the customer lounge, relax, have a cup of coffee and wait for the Service Advisor Supervisor or your Service Advisor to meet with you. Joyce Skinner may also stop in for a visit to check on how things are going for you. Our experience was excellent, the coach was picked up about 6:45 AM and by about 7:00 AM our Service Advisor Jeremy came to the customer lounge and we started the process.

During the first morning's meeting with our Service Advisor and Technician we talked through each listed issue at the coach so that everyone understood and could see what the problem was. There was also a walkaround to verify the condition of the coach and identify any damage and we learned what to expect and how to contact Jeremy if we had any issues. At the end of the first day, about 3:00 PM, we met again and went over what additional things had been found during the AIR, what repairs had been completed, and plans for the next day. The inspection was very comprehensive and found several things we did not realize were problems.

Each day following the first has the same routine, 6:30 AM coach ready for pick up by technicians and approximately 3:00 PM receive brief of days work. We always received either a phone call or an email at the end of the day. Days can be filled with trips to local attractions, Tuesdays and Thursdays a factory tour is offered, or you can just relax in the Entegra Customer and Owners Lounge.

The lounge is very comfortable, large enough to support 12 to 16 people; has a coffee machine, microwave, and refrigerator; bathroom facilities including a shower; there is plenty of comfortable seating and two large screen televisions. It is a great place to network with other Entegra owners and exchange information about everything related to the coach life and the lounge is pet friendly.

Yes, the waiting can be a bit boring just sitting in the lounge for several days. We were fortunate to meet for lunch and dinner with other couples, share stories, work on a couple of puzzles, visit a car show, and even do a bit of shopping. The waiting room has a book full of local businesses and attractions to visit. We also took the time at the end of each day to go over the repair work so that if we had any questions they could be addressed with the service advisor the next day.

Should you have the need, there is potable water and a sewer dump station available. Potable water is available next to the dog park in the RV parking area. You will find the dump station on the right and behind the bushes just as you turn onto Bontrager Drive. The dump station has sewer hoses, connectors, and a rinse water hose.

Once all the repairs at Entegra are complete your service advisor will go over the work with you, provide copies of the inspection report and all work performed, and provide some maintenance tips.

Our repairs also included a trip to S&S Automotive in Wakarusa Indiana for part of the warranty repair. The name Wakarusa is from a Native American language meaning "knee deep in mud" for those with an interest.

We decided to drive our toad for a dry run and to check with S&S about parking because we wanted to make sure the coach would stay plugged in during the 3-day process. That trip paid dividends for us. When you drop the coach off on a weekend as we did, or outside of business hours, you will need to know the back door route because the front gate is locked. There is a drop box for keys when dropping off outside of business hours. S&S does have electric hookups so your coach can be connected overnight when necessary.

We did find that communication was a minor issue but you can avoid this by calling S&S direct during business hours for an update.

Secretary

ECOA Annual Meeting By Medarda Bauer, Outgoing ECOA Secretary

ECOA ANNUAL MEETING

Normandy Farms Campground

Foxboro, Massachusetts

September 19, 2019

The annual meeting was called to order by President Pat Bauer at 9 AM. A quorum was present. The introductions of current officers and spouses were made;

Pat and Medarda Bauer

Wayne and Eidella Baumam

Gary and Dee Jones

Mario and Ann LaCute

Terry and Becky Walker

REPORTS

The minutes from the Spearfish 2019 Annual Meeting, previously distributed, were approved without correction. The Treasurer's report, previously distributed, was approved without correction. The treasurer reported he met with his finance committee during the May Homecoming sponsored by Entegra. A member of the finance committee is converting the current accounting format to QuickBooks system and should be ready for the next annual meeting. The National Director shared information from the Minot, South Dakota meeting. There were 254 chapters represented by their national directors at this meeting. Due to a 73% increase in the FMCA assist the national directors voted to approve an increase of members dues to \$75 per year. Questions were taken from those present and answered concerning this increase. The next two FMCA gatherings will be in Tucson in 2020 and in New York for the summer meeting. The FMCA will also be utilizing new member management software beginning this year.

OLD BUSINESS

A listing of Rallies and Gatherings from 2019 was shared:

- Tampa Super Show Pat Bauer (Lazy Days Tampa)
- Quartzsite Gary and Dee Jones (Entegra)
- Sarasota FL, Pat Bauer, Entegra
- Stone Mountain Pat Bauer (NIRVC)
- FMCA Rally Perry GA Pat Bauer (Spartan)
- Cherry Hills Cancelled due to lack of registration Pat Bauer
- Entegra Homecoming
- Spruce Goose, Oregon, Jerry Carr (Beaver Coach Sales)
- FMCA Minot, Wayne and Eidella Baumann
- Winnipeg Beach Canada, Don Enns (Entegra)
- Normandy Farms, Pat Bauer (Entegra)
- Albuquerque Balloon Fest, Bob and Allene Gross
- Amana Colonies Cancelled due to lack of registration Linda Hanson
- Jupiter Beach FL, Pat Bauer

NOTE OF APPRECIATION

Dana Sawyer was recognized for his fine work on the development of our "Rollin' Along" newsletter. Jeff Hamilton was likewise recognized for his work on improving and maintaining our webpage.

NEW BUSINESS

The ECOA has worked this past year to streamline the officer duties enhancing or deleting when appropriate; an organizational chart with job descriptions was ultimately created. The position of Senior VP was added to work closely with the president and to be available if the president was unable to complete his/her responsibilities. Additionally, the officers were assigned odd or even election years, ensuring the Board will always have senior members each election cycle. The draft copy of this proposed Bylaw change was shared via the

July "Rollin' Along" newsletter sent to all members. The Membership present at the Summerfest meeting were also given a hard copy.

Below is the wording of the proposed bylaw change:

Article IV; section 1,

The duties of elected officers shall be as defined in the Member and Volunteer handbook and is further described by the Entegra Coach Owners Association Organization Chart and Officer Job Descriptions found in the Appendix.

Please also refer to the Organizational Chart and Job Descriptions Pages

The President called for questions and discussion. Hearing none, a call for vote was made and seconded. A unanimous voice vote approved the bylaw change which will be sent to FMCA.

The President thanked the Nominating Committee whose members included:

Richard Koehl
 Ron Clukey
 Manny Francis
 Lynn Hochradel
 Joe Seminara

The President recognized and thanked outgoing officers:

Tommy Townsend
 Medarda Bauer

The proposed slate of candidates, sent via email to the membership and by hard copy to meeting attendees, was shared.

- 2019 Slate of Officers:
 - President: Pat Bauer
 - Senior Vice President: Gary Jones
 - Treasurer: Mario LaCute
 - Secretary: Ray Wenig

- Vice President/Membership: Linda Hanson
- Vice President NE: Tom Crowley
- Vice President NW: Don Enns
- Vice President SE: Goldie Hanson
- Vice President SW: Bill Stone
- National Director: Terry Walker
- Alt. National Director: Wayne Baumann

There was a call for nominees from the floor; there were none. There was a call for a vote, seconded, followed by a call for discussion. Hearing none, a voice vote was held which unanimous passed the published slate.

The rallies for next year were shared. Some are available for registration at this time.

- ECOA@Tampa Supershow, January 15–19 (Plan to Arrive & Park on 1/14)
- Entegra@Quartzsite Arizona, January 17–25
- Up Up and Away Balloon Festival on February 28–March 1, Lakeland, FL
- FMCA Family Reunion, Tucson, AZ, March 25–29
- ECOA Rally, Sevierville Tennessee, May 4–8
- Entegra Homecoming, May 19–22
- ECOA Rally, Spearfish, SD, July 6–10
- FMCA Family Reunion, Syracuse, NY, July 30–August 2
- ECOA Summerfest Rally, Petoskey, MI, September 21-25, Hearthside Grove Motorcoach Resort
- ECOA Albuquerque Balloon Fiesta, Albuquerque, NM, October 7-11, Route 66 Casino Campground

The President discussed Wild Apricot software. This software is our membership management tool and provides the registration path for our various events. The secure program, Affinity Pay, is used instead of Paypal. It is important you check your individual membership profile on a regular basis, updating as needed. It appears that a significant number of our members either never open or never see our club emails. The possibility exists that the

emails go to spam folders. If you have not been receiving emails please check your spam folder. You should also make sure that the address “no reply @entegra owners.com is in your address book.

There was a call for volunteers to either host smaller rallies or assist with rallies. Several members said they would send emails of interest to that effect.

The president called for the good of the order, hearing none the meeting adjourned at 10:15.

Respectfully submitted,
Medarda Bauer

Treasurer

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

Membership

FMCA International Area

Links of Interest

LINKS OF INTEREST
<ul style="list-style-type: none"> • ECOA Web Page http://www.entegraowners.com/ • ECOA Apparel https://ecoa.logosoftware.com/ • Entegra Coach https://www.entegracoach.com/ • Spartan Chassis http://www.spartanmotors.com/rv-range/ • FMCA https://www.fmca.com/ • IRV2 http://www.irv2.com/forums/f278/
CONTACT INFORMATION
<ul style="list-style-type: none"> • Entegra (M-F, 8-5) 800-517-9137 • Entegra (after hours emergency) 574-361-0034 • Spartan (m-f, 8-5) 866-383-3695 • Spartan (after hours emergency) 800-543-4277