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THE HYPERION

Redwood National Rally : Record Attendance!

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The beginning of August, nearly 100 Redwood fifth wheels converged upon Shishewana Campground—South Park in Shishewana, Indiana for the **2016 Redwood Rally**. We had Redwood owners and their rigs from numerous states and Canadian provinces attend. Folks came from east, west, north and south to gather with other Redwood owners, it was a sight to behold, Redwoods up and down the campground roads! This year, Jay Cauble was our Rally Organizer, and he did an outstanding job! This was the first rally organized and hosted by ROG. We had numerous sponsors in 2016, who provided gifts. It all went beautifully!

We had seminars on Tires, RV Kitchens, Refrigerators, Roofs..... we had seminars on RV WIFI, Leveling Systems, and Hook Up and Unhook for Women..... and more! Everyone learn something new every day. There was a tour of the Redwood factory, a tour of the MORryde factory and even a tour of rigs that the owners had made modifications in! The ladies had several special events as well, a Spa outing, a Wine and Canvas afternoon and a buggy tour and dessert in Amish Country. We even had a raffle with gifts donated by the vendors and the ROG! A big thanks to Evada Cooper for organizing all these great events! tt

Redwood went out of their way in taking care of us! Every day there were about 6-7 Technicians from the Service Department who were there in the campground working on repairs for us.....minor repairs and, well..... not so minor! Some rigs had to go to the Service Department for their repairs, but most were able to be completed at the campground. The Techs were wonderful, personable and happy to be there helping us all! Redwood also catered a dinner for us. . . we had Beef Tenderloin Steaks (filets) with salad, roasted potatoes and dessert! DELICIOUS!

There were several vendors attending this year. They were able to set up in the campground and we could visit them as time allowed. Many had informative seminars as well. MORryde, Lippert, G & L RV Specialties, Titan Guy with Tires and Disc Brakes and Techno RV were some of the vendors who were represented. Lots of fun shopping with many of the vendors offering special Rally pricing!

We learned, we laughed, we ate, we played, we made new friendships and renewed existing ones.....did I mention that we ate??? Hope to see you all at the 2017 Redwood Rally!

Special points of interest:

- Rally Recap
- Board of Directors
- What's new in the Kitchen?
- Do you know your health care plan?
- Contact Editor at: newsletter@redwoodrvowners.com





What's New at Redwood!

Submitted by Andy Patterson (Oriana), ROG President

Welcome to the 2nd edition of our newsletter Hyperion and thanks to Patti and her team for another excellent publication.

Patti will provide an excellent report on the 2016 Rally, but when the newsletter is published the rally will be almost a distant memory. The Rally included a meeting and Q&A with the new management team, but not all owners and members attended the rally, so I am happy to provide an insight into our discussions with the new management team.

I met with Ryan Juday (CR/RW President), Nate Nickell (RW GM) & Tim Cress (National Sales Manager) on a number of occasions during the rally week, and am most impressed with their vision. Yes, most definitely, Redwood is here to stay.

Ryan indicated he has clear objectives to address some issues, adapt to market trends and get RW sales back in track. While the RV industry is currently in a boom cycle, he explained it is the bottom end of the market where sales are vibrant, as most high end manufacturers are struggling. Hence the reason some are out of business.

They monitor the forums, listen to customer issues and actively manage to correct common warranty issues. Based on this feedback he is well aware of our issues with the running gear. While he is unable to provide specifics, until the dealer network is notified, he did indicate the new 2017 models will address current owner concerns, either as standard equipment or options. In my opinion, the previous management team kept adding "Bling" to the inside, but Ryan has stepped up and stated he is addressing our concerns with actually towing these coaches.

Ryan also addressed price point, which has substantially increased over the past few years and I suspect may now be above what the target audience will accept. Yes, sales have dropped. Again, Ryan could not provide specifics, but while investing in running gear they may also remove some bling, to achieve their desired price point. He has assured us; Redwoods will still have the high end features we expect.

With respect to build quality, he is addressing this with a few new initiatives. I recall from the 2014 Rally, the GM announced he would take 1 coach per week and personally give it a thorough PDI before shipping. Considering they produced 7 coaches a day, it wasn't a substantial percentage. Ryan is now constructing a new PDI building and every coach will go through PDI before shipping. They also have a weekly meeting to review and resolve the most common warranty issues - this includes ones identified at the factory, at dealers before delivery and customer claims. When trends are identified, they address the issue on the shop floor. One of his first changes was revamping the Engineering Department with hiring a new Engineering Manager.

Customer Service is another key objective, with a new phone system coming on line that provides a dedicated portal to customers. The new manager advised his objective is to have almost every customer service call answered by an agent. Currently 97 to 98% of calls are picked up by an agent. He also reviews incoming data and directs it to the relevant manager.

You may ask, what is the relationship between Redwood and ROG. Well, I am very pleased to advise that I, other members of the Board and owners were very well received by Ryan and the new management team. We have developed clear and concise communications with Redwood, on behalf of all owners. In addition to being well received, both sides have a great desire to continue developing a working relationship between Redwood and the Owner's Group. While my primary contact will be Tim Cress, I have contact details for Ryan and Nate, and am encouraged to contact them at any time. The management team also monitor the forums on a regular basis and will shortly initiate a presence on the forum.

For future rallies, due to administrative downsizing and rally growth, both in number of attendees and vendors, they do not have the resources to organise and host. They have requested the ROG continue to perform this function, which I accepted. However, Ryan has confirmed that Redwood will continue to support future rallies with technicians, dinner, t-shirts, etc. provided the location is Northern Indiana, and close to the factory. If we move, or schedule additional rallies around the country, he will endeavor to provide some support, but obviously not technicians.

I also found Ryan's team very open to customer feedback. I had a good chat with Tim regarding the 39FL floor plan, specifically the changes from the 36FL and the quality issues with the demo coach that was on site. Chuck also walked through the 39FL with Ryan and pointed out some issues and suggested corrections. Chuck received a prompt response from Ryan, outlining how the identified issues are being addressed on the shop floor and through engineering.

While change tends to invite negativity, I headed to the Rally completely open minded and was impressed with my meetings with Ryan and his team. However, it is not only what we heard at the meetings, as to date, we have already noted a number of positive changes, and I firmly believe actions always speak louder than words.

Unfortunately, it will be 2 years before Judi and I return to Shipshewana, as we are visiting UK for a number of months in 2017. I hope to meet some of the management team at our local show and I intend to maintain and grow the communication channels we established at the rally, which hopefully will be a benefit to all RW owners.

What's cooking in your RV Kitchen?

By Evada Cooper

It's fall in the kitchen and for some of us it's a time to reconnect in the kitchen over some warming and filling meals. I personally have made this potato soup many times. Not only does it taste delicious....it is easy for the RV kitchen—only 20 minutes cooking time. Plus, it's one of my favorites for the cooler months. I hope it will become one of your favorite RV recipes, as well. My personal tip is to serve this soup in your favorite bread bowl.....then sit around the campfire to enjoy!

Submitted by—Sheila Boggess of Prairie Hill, Texas. In her youth, Sheila camped with neighbors, who owned a pop-up RV. She recalls even now....her memories of RVing are still her favorites, after all these years.

CREAMY POTATOE SOUP

Ingredients:

- 6 or 7 Medium potatoes, peeled and cubed,
- Water to cover potatoes while cooking,
- 1 pint sour cream (Note: using fat-free sour cream does not make the soup as smooth, but it tastes the same and is healthier),
- 1 lb. Mexican Velveeta, cubed; regular Velveeta can be used, if preferred,
- Real bacon bits, or crumble several slices of cooked bacon,
- Green onions (chopped)



Instructions:

Cover peeled, cubed potatoes with water in a large pot or Dutch oven. (Use more water for a thinner soup.) When potatoes are tender, add sour cream and cubes of Velveeta. Heat over low heat stirring nonstop. When cheese is melted, soup is ready. Add green onions and bacon bits just before serving.

ROG Board of Directors Election Results

At the recent AGM, which was scheduled during the 2016 National Rally, we elected a new Board of Directors.

We would like to thank Chuck Treadway, John Moors and Jay Cagle for all their work over the previous 2 years driving the ROG from an idea at the 2014 Rally to the current fledgling owner's club.

Your Club could not function without numerous volunteers, so thanks goes out to the 9 owners (and their spouses) joining us on the new Board of Directors. Welcome back to the returning members and a big welcome to the new members.

Your new Board of Directors are:

President—Andy Patterson (Oriana)
 Vice President: Al McClughan (ALMCC)
 Secretary: Shelley Struble (SandK)
 Treasurer: Lisa Price (PricelessRVAdventures)
 Director (Technical): Terry Barber (NW Snowbirds)
 Director (Website): Ken Altman (KenA)
 Director (Membership): Elliott Thomas (ElliottandVicky)
 Director (Rally): John Schoenfeldt (Schoenfeldts)
 Director (Nominations): Joe Dombrowski (Ford Truck Guy)

Thank you everyone for your support and dedication to the Redwood Owners Group!

5 Minute Fix!

Problem:

The vertical opening cabinets above the fridge and microwave do not remain open, which makes it extremely challenging to access the cupboard, while holding the door open. It is almost a 2-person task.

A German company GRASS GmbH Movement Systems manufactures a support hinge that holds vertical doors in the open position—Kinvaro T-105. These products are available from Kitchen Supply Stores.



For more info go to:
<http://grass.masutticopat.com/produtos/mostra/id/7-Kinvaro-t-105.html>

It will help cure the headache (literally) you get trying to hold the cabinet door open and retrieve your item.

Understanding Health Insurance

Life is good, you are cruising down the road without a worry in the world and then WHAM, your cockpit engine light rears its ugly head and flashes and chimes at you. You pull off the road to assess what is going on. Now you've done your due diligence in your vehicle maintenance, but obviously something is amiss; time to go back thru things again and/or enlist the help of a professional. We all get complacent with things in life as in the case above, the same goes with our Health Insurance. When was the last time you really sat down to inform yourself of all the nuances involved, beyond that of prescription and co-pays? Face it, full time living in an RV crossing the continent and health care plans don't always play nice together. Arming yourself with as much knowledge as possible can mean the difference between riding happily thru life with our RV's and financial catastrophe.

Let me start by saying I am not a health insurance expert, but I have learned a few things over time that has helped us. Recently we experienced a health crisis while several thousand miles from our home base. As a result our primary care physicians and facilities were nowhere close when we needed them so desperately and as a result had to rely on the hope that we would end up in good hands. Fortunately, prior to leaving home we checked with our health care plan provider concerning "out of network" coverage and what that meant to our care options should it become necessary. Our plan, which is provided by the company from which we retired from, recognizes that many retirees do not stay within their

coverage network all the time. As a result they were able to move us to a plan that provided more out of state coverage thru a conglomeration of nationwide plan providers. To us the "multi-plan" coverage gave us everything we had at home with no additional costs! The drawback was that we needed to find a new primary care provider for wherever we were. Not an easy task, but none the less it is possible. Like at home, that included any facility that provided you with care. Fortunately for us there were hospitals in our area that accepted our insurance and they worked with us to assure that any outpatient services also were "in network".

Let me say, everything worked out just fine for the health crisis. The medical care was outstanding and recovery swift! However, since the discharge, it has been anything but smooth. First of all, most hospitals now do not employ many of the hospitalists, internists and physicians. Many of these people are actually contracted by the hospital to provide the services. That includes the emergency room physicians, lab services and sometimes its nursing staff. So here lies the issue. Ask your health plan provider, that in the advent of an emergency admission, is there a clause in the contract that stipulates that if you have no choice in your physician, lab or some other service required, but you are in a facility that is considered "in network" for your plan, will these services be treated as an "in network" service. This will make all the difference in the world to your final financial responsibilities! Remember out of network

services are costly to you! Many times you are responsible for the entire cost or at the very least 20% of the bill, and most times your out of pocket limit is not applicable.

Payments differ drastically based on whether the visit/service was outpatient or inpatient. There are different classifications for outpatient. You are considered outpatient during your stay in the emergency room, however, if your treatment requires longer than 24 hours, your classification can be changed to that of "Observation". You are still considered an outpatient under this classification, even if you are moved to a hospital room. With most carriers (including Medicare/Medicaid), the hospital has 48-72 hours to admit or discharge you. If you are not admitted within this time frame, the financial responsibility may fall entirely on you for any service billings that occur after these timeframes. My advice to all, pick up the phone and call your health plan advisor. Ask to speak with a senior plan advisor familiar with your group plan.

Ask the questions:

Do I need to consider changing my coverage for the area we are in?

Does this require a change in primary care physicians?

Ask if your plan has an emergency clause that protects you from "out of network" charges, while you are in the care of an "In network" facility?

Will this result in higher premiums?

What will my out of pocket expenses be?

Will I lose any of my current



coverages?

Will my co-pays stay the same?

Am I covered for services performed in an emergency situation where the provider is not "in network"?

Have a designated Health proxy advocate and make sure it is in writing!

Be prepared! Question everything and don't rely on the physician or facility to tell you that you are covered! Pick up the phone and call your insurance provider. Most providers have people on staff to help you work thru the can of worms of the health insurance system. Many have websites that allow you to follow the claims made by the service providers and payments that the health plan administrator has made. Having this knowledge will save you thousands of dollars and the heartache of potential financial ruin. It did us! While we are still following billings and payments a year later, I'm happy to say we are secure financially, healthy and a lot wiser than we once were!

For more information on this topic, see Sherrie Taylor's article on valuable sites to visit. Stay healthy my friends and keep on rolling down the road.

Submitted by:
Patti Brown (1000islander)

Purple Monkey Strikes Again!

by Terry Cooper

A Purple Monkey is a Big Hairy problem that seems to have no answer due to the distortion of the facts and this little fellow screams in your ear things are bad....really bad.

I recently had a gentleman contact me with an unusual issue with his 12 volt deep cycle batteries. He was in a panic and the Purple Monkey was screaming in his ear how bad the situation was. It seems that his RV refrigerator and LP detector would go into alarm whenever he would move his room slides or level his coach. He was concerned his dual 12 volt deep cycle batteries were going bad even though they both had been tested and showed to be good. He had been told it would be best to just replace them and of course at a cost of about \$250....more or less.

When I asked him to describe any other issues he might have noticed, he went on to say that weird things were happening. Besides the refrigerator and LP detector going into alarm he had he noticed that sometimes his electric awnings would stall as they were going in or out. His furnace would kick off and sometimes his lights we go dim

and then bright again.

We discussed the importance of having clean electrical connections particularly on the battery terminals. Even after having him remove, clean and reinstall all the 12 volt positive and ground connections the various electrical issues continued to occur.

I had him take a photos of his batteries and battery cables with his cell phone and send them to me. He had done a fabulous job of cleaning the batteries and the terminals. There were 4 wires attached to his positive side of his battery and one wire going from the negative terminal to chassis ground. Things looked clean and secure.

Coming off the positive terminal he had a 6 gauge cable feeding the hydraulic motor that operated his slide outs and his leveling system. There was a 6 gauge cable going to the battery disconnect that fed to the converter and 12 volt fuse panel. There were two smaller 12 gauge wires feeding some miscellaneous equipment.

The single cable going from the negative terminal to chassis ground was a 6 gauge wire. And here was his Purple Mon-

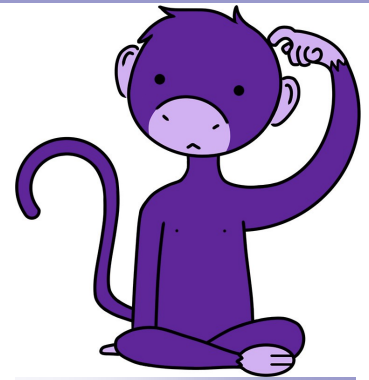
key causing all his problems!

Electrons see electrical wiring as highways they can travel. These highways have to be at least the same size coming back to the battery as going out of the battery. When one section of the highway has fewer lanes for the electrons to travel on things get jammed up and the electron flow is restricted. When the electron flow is restricted, the equipment will stall or just stops working, because it is being starved.

I suggested that he install an additional ground cable that was at least 6 gauge wire size or bigger to see if he could increase his electron flow. When he installed an additional ground cable that was 4 gauge wire size his 12 volt DC electrical problems went away.

It seems when he operated items like the electric motor for the hydraulic slide and other high current users he was pushing the limit of the return path for the electrons.

By giving these electrons more pathway back to the battery and they were happy campers and the Purple Monkey had to take a hike. Cost of the additional ground cable and hardware....less than \$30.



Terry Cooper is a RVDA/ RVIA Master Certified Technician. NRVIA Certified RV Inspector and Professional Instructor. He is known as "The Texas RV Professor" and for his Mobile RV Academy seminars.

Check Terry's website at: mobilervacademy.com



Health Insurance for Full-Time RVers

By Sherry Taylor

Healthcare can be a stumbling block for RVers desiring to travel beyond the borders of their home state. Even if you have a healthcare plan with your employer, many of those don't cross county and certainly not state lines.

Perhaps the most challenging situation is that of RVers who have retired early and don't yet qualify for Medicare.

Some RVers have Medicare and even though it does provide nationwide coverage, it is limited. Many

people want additional coverage and some are forced by their former employers to purchase it.

Whatever your situation may be, most of us want to be covered for possible major health expenses. With the Affordable Care Act, there are many things to consider. The ACA has helped many with pre-existing conditions to obtain coverage. However, as you know, there are also penalties if you don't carry insurance.

With any health care coverage the

two most important considerations are Affordability and Portability for living the RV lifestyle.

There is one online link that I think is definitely worth your time: www.rverinsurance.com.

Escapees RV Club has partnered with Kyle Henson. Kyle of RVer Health Insurance is a full-time RVer and an insurance broker who owns and operates this business.

Another interesting option is: Teladoc.com.

Teladoc is a great fit for some RVers. Those who are boon-

docking, living off the beaten path and just not interested in sitting in a doctors office are ideal patients for this. The AMA states that 70% of doctor visits can be handled over the phone.

I hope you find "Food for Thought" info in this first article to be helpful to some of you. There is more to come!!

Happy and Healthy Camping to All!



Lest we forget!

September 11, 2001. Tuesday Morning.
New York City, New York, United States of America.

8:45 a.m. The north tower of the World Trade Center was hit by an American Airlines Boeing 767 near the 80th floor.

8:54 a.m. The south tower of the World Trade Center was hit by a United Airlines Boeing 767 near the 60th floor.

Washington, D.C., United States of America

9:45 a.m. The west side of the Pentagon was hit by an American Airlines Boeing 757, flight 57.

New York City, New York, United States of America.

Moments before 10:00 a.m. The south tower of the World Trade Center collapses.

A rural county field, Western Pennsylvania, United States of America.

10:10 a.m. United flight 93 crashes into a field, its target unknown.

New York City, New York, United States of America.

10:30 a.m. The north tower of the World Trade Center collapses.

America is under attack. Over 3000 lives are lost, including over 400 police officers and firefighters. So many mothers and fathers, sons and daughters, wives and husbands, not to return home. So much pain, such loss..... America's heart is broken.

Terrorism. A term that we knew, but not so personally. The Islamic extremist group al-Qaeda becomes a household term.

This year marked the 15th Anniversary of 9/11. This is one of those events that etch photos and words in our minds and on our hearts. Most of us can recount where we were and what we were doing when we learned of the attacks. We stood shoulder to shoulder and heart to heart throughout this nation.....and the world stood with us.

There are so many people that became heroes to the world that day.....so many who knowingly and with purpose gave their lives, their health and well-being for others. Willingly. Police officers, Firefighters, EMS and people in the buildings, on the streets and in the planes. We remember them and their selflessness, we remember their families and loved ones. And we remember the freedoms that we hold dear.

2016 National Rally—Aren't they BEAUTIFUL!!!!



Redwood Owners Group

Redwood Owners Group, Inc
5753 Highway 85 North #3057
Crestview, FL 32536

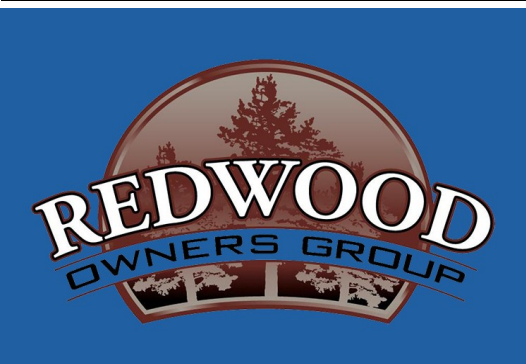
newsletter@redwoodrvowners.com

The mission of the Redwood Owners Group (ROG) is to bring together Redwood Residential RV Enthusiasts; owners, Redwood employees and dealers. To foster an environment for sharing knowledge, expertise and ideas to enhance the Redwood lifestyle and support its family of owners in having a more meaningful experience with their recreational vehicle. To facilitate opportunities for owners to meet, travel and socialize amongst themselves.

The "Hyperion" is the name of a coastal Redwood in northern California, which is the world's largest known living tree.

We're on the Web!

www.redwoodrvowners.com



Working together to

share knowledge and fellowship!

Disclaimer:

The Hyperion newsletter articles were developed and submitted by your fellow Redwood owners and are compiled and published by the Redwood Owners Group as a service to the members. The Redwood Owners Group makes no representations or warranties of any kind and is not responsible for, and expressly disclaims any liability for any damages arising from the use of, reference to or reliance on any of the information or solutions provided in any article. While we endeavor to ensure the information provided by others is accurate, the Redwood Owners Group provides no guarantee that the information is accurate, complete, up to date, or is relevant to any reader. Redwood Owners Group may provide links to other websites and content on the internet, we are not responsible for the accuracy of said links, nor the content of said sites. These links are again provided to readers as a service and Redwood Owners Group does not endorse any of the sites, their content, products or services.

Letter from your Editor



Can you believe that summer is gone! Wow and what a summer it was!

The National Rally is now behind us, and we are already starting to prepare for the 2017 National Rally. I'm pleased to report that next year's Rally will be July 16th—23rd. The location is the same campground, Shipshewana South Park, Shipshewana, IN. As with previous years, please call the campground (260-768-4669) to make a reservation, please mention the Redwood Rally or you will not receive your discount. The campground closes November 1st until the New Year, please do not make reservations online.

I hope you have enjoyed the articles in this issue. Our publication team is striving to bring you informative and fun articles within each publication. With that in mind, we are working hard on preparing a series of articles on Health Care Insurance, both within the

US and Canada. I'd like to take that further and include our furry friends and their care in the future.

If there is a topic that you, our readers, think we would all benefit from or something humorous you'd like to share, please email us at:

newsletter@redwoodrvowners.com

A reminder to us all, this is a very important election year, no matter where our political views fall, it is very important to exercise our right to vote. If you are not able to vote at your residency polling location, please be sure to request an absentee ballot now to ensure that your vote will count!

On a less serious note, I'd like to welcome some new addi-

tions to our newsletter team: Debbie Biggs and Sherry Taylor. I am most grateful for their volunteering, without them and the support of our board members, this undertaking would be monumental to say the least.

To all, enjoy the cooler days of Autumn (for some of us!) stay healthy, happy and wise.

For those traveling, whether it is to your snowbird home or the next stop on the road for the full-timers; please drive safe and live life to its fullest.

And finally, as our next publication does not come out until the new year. I'd like to be the first one to say: Happy Thanksgiving and Merry Christmas! (Even though the big box stores already have Christmas products out!)