

RV TECHNICIAN



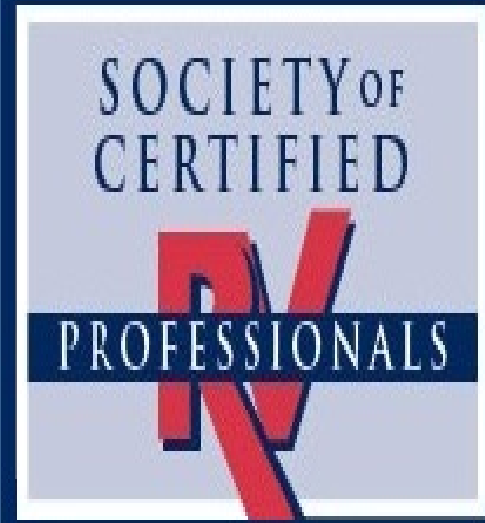
PUBLISHED BY THE RVDA EDUCATION FOUNDATION'S

Nov/Dec 2014



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Recognizing Professionalism

Launched at RVDA's convention/expo in November, the Society of Certified RV Professionals is a new initiative whose goal is to promote and recognize certification among employees who work at RV dealerships.

RVDA believes that certified personnel benefit themselves and the entire RV industry by improving the customer experience. Certification lets consumers know that the technician working on their RV has superior diagnostics and repair skills. And maintaining one's certification shows that an individual is committed to staying current in an industry that's driven by changing technology and high consumer expectations.

The society has its own website, <http://tinyurl.com/SocietyofRVProfessionals>, where you'll find information on training and education opportunities, webinars, and an explanation of benefits that the society's members enjoy, including a rewards program with online retailers such as the Apple Store, AutoZone, Marriott, Sears, Wrangler, and more.

The society is open to all certified RV professionals; all RVDA/RVIA certified technicians and all RV Learning Center credentialed fixed-operations certified personnel are members at no charge.

One of the society's ongoing projects will be to recognize individuals at participating dealerships who have become certified or recertified in the past quarter. The first list of these employees appears on page 6. Find out which of your colleagues and peers have taken the step toward greater professionalism. And then talk to your dealer about participating in the recognition program.

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Recognition

35 Technicians, 3 Fixed-Ops Professionals Recognized by Society of Certified RV Professionals

The Society of Certified RV Professionals announces the first group of newly certified or recertified individuals from dealerships participating in its recognition program.

Dealership participation in the program allows the society to publicize individuals' achievements on the national level.

A total of 75 individuals earned a certification between Aug. 1-Dec. 10, 2014 through the Mike Molino RV Learning Center or the RVDA-RVIA RV Service Technician Certification Program. Of those, 38 individuals are participating in the recognition program—35 technicians and three fixed-operations professionals. (See chart for individuals' names.)

“On behalf of the entire RV Industry, we congratulate these professionals and their dealerships for their outstanding commitment to customer service and satisfaction,” said RVDA President Phil Ingrassia. “They join an elite group of certified personnel who have successfully met the high standards of either the RV industry’s technician certification program or the Mike Molino RV Learning Center.”

To become certified, a technician must complete the Certification Career ladder, a comprehensive three-step testing process.



Standards were developed by a team of RV industry technical experts under the supervision of the Michigan-based National Occupational Competency Testing Institute. Recertification requires additional education and training every five years.

The 22-year-old tech certification program is administered by RVDA and RVIA under the auspices of the RV Service Technician Certification Governing Board. The program tests, certifies, and recertifies techs in either a traditional certification or five specialty areas: appliance, body, chassis, electrical systems, and plumbing. For more information, visit www.rvtechnician.com.

Fixed-ops professionals can earn certification as parts managers, parts specialists, service writers/advisors, service managers, and warranty administrators through the RV Learning Center. The center’s credentials were developed by The Ohio State University’s Center for Education and Training for Employment and a team of top-performing working professionals. Suppliers, dealers, and manufacturers were also involved in developing the programs. For information, visit www.rvlearningcenter.com.

See next page for list of recognized individuals.

RECERTIFIED

David Schmidt	Master Technician
Ernie Sparks	Master Technician
David Nelson	Master Technician
Christopher E. Johnson	Technician
Jeremy W. Troxell	Technician
Edward Muehlbauer	Technician
Mark Formanek	Technician
Jeffrey Void	Technician
Paul Hauser	Technician

NEWLY CERTIFIED

Michael Phillips	Master Technician
Norman Geary	Master Technician
Michael Cole	Master Technician
Jeffrey Young	Master Technician
Willie Langdon	Master Technician
Christian Cosgrove	Technician
Edgar Salgado-Juarez	Technician
Zane Goodwin	Technician
Stephen Rahe	Technician
Michael Cantafio	Technician
James Baker	Technician
Shane Wagner	Technician
Robert Stanley	Technician
Curtis Greene	Technician
Bryan Byers	Technician
Timothy Pittman	Technician
Gregory Berndtson	Technician
Daniel Hurley	Technician
David Hegr	Technician
Kevin Johns	Technician
Robert Kelly	Technician
Charles Bradshaw	Technician
John Oster	Technician
Adam Ratliff	Technician
Ryan Rossing	Technician
Jacob Ticer	Technician
Todd Wilson	Service Writer/Advisor
Darlene Fontenot	Service Manager
Anne Engelhardt	Warranty Administrator

Recognition

The Society of Certified RV Professionals recently honored five individuals who have maintained their professional certifications for 10 years or more. The five received certificates and congratulations from RVDA leaders before a standing-room-only audience at the society's reception during the RVDA convention in November. RV Technician is starting a new series that celebrates these individuals and explores their reasons--and rewards--for remaining certified.

Tony Yerman: Certification is "Like a Mental Toolbox"

By Mary Anne Shreve



Master certified technician Tony Yerman of Willoughby Hills, OH, grew up watching his father and uncle—home remodelers by profession—build RVs on the side. As a high school

senior, Yerman himself converted a small van into a camper. By age 19, he had landed his first paying job in the parts department of a Winnebago dealership, where he learned about inventorying and ordering.

After working at several more dealerships, he decided to open his own business, Western Reserve Camper Specialties, which performed body repairs. During that time, he wrote the first edition of his popular textbook "The RV Damage Repair

Estimator." He eventually branched out into RV sales, taking on a Gulfstream franchise in 1999.

"Unfortunately, that didn't last long, because by 2005 or 2006 you could start feeling the coming recession," Yerman recalls. "The RV industry felt it long before the economy actually collapsed in 2008. Customers were no longer qualifying for loans, and more people were coming in with used units to sell than to buy."

So he sold his business in 2006 and joined RVDA as its service consultant. Though he no longer works in a dealership, he has maintained his master technician certification for 11 years, and he also has certification as a service writer/advisor, service manager, and parts specialist.

Yerman originally set the goal of becoming certified so he could be "the most professional and knowledgeable person possible," and he continues to recertify

“because it signifies I’ve kept updated and am still the best person.” But he admits he originally had a few qualms about his goal.

“I knew how to make the repairs, but to be quizzed on what I did or how I did it—that was what scared me,” he says. “That fear of failure causes some people to hold back on doing something like this. And most techs read out of necessity--they read troubleshooting guides and instruction manuals because they have to. But to get certified requires broader knowledge.”

The effort was well worth it, he says. “Certification allows you to make more knowledgeable decisions. It gives you so much more to work with. It’s like a mental toolbox.” He found he could fix problems faster, which made him more efficient and earned him more money. And he became a true repairer instead of a parts replacer.

Certification also affected how he interacted with customers, OEMs, and suppliers. “Other service advisors would watch me talk to people and realize I handled people differently because I’d had that training.”

And customers notice that repairs are done differently in a shop with certified personnel, says Yerman. “The communication between service writers and technicians is better. You do things in a more organized, rational manner. It’s clear that the service writer or technician knows what they’re talking about when they explain a repair to a customer, and that gives the customer more confidence in you.”

Yerman’s zest for knowledge also rubbed off on his colleagues. When he didn’t have an answer to a repair problem, he’d hunt for information—a much harder task in the pre-

Internet era. “Other techs would see the effort I was putting into it and would want to do the same,” says Yerman. “They’d think, ‘Yeah, I guess there’s information out there, but you have to go look for like it, like this guy’s doing.’”

As a repair shop owner, Yerman pushed his own techs to become certified and bought a satellite dish so they could participate in the distance learning network program offered by the Florida RV Trade Association and the RV Learning Center. They’d spend an afternoon each week in the conference room studying a different subject, then apply what they’d learned to actual RVs the following day in the service bays.

One tech dug in his heels over getting certified, says Yerman. “He said, ‘What are they going to teach me that I don’t already know? I know how to do it.’ But I couldn’t have him doing repairs if he couldn’t show that he knew things like safety codes and manufacturer specs.” The tech got certified and, though he never thanked Yerman for pushing him, he did acknowledge that “This worked out pretty good.”

Being recognized at the convention reception sponsored by the Society of Certified RV Professionals was a welcome and much appreciated gesture, says Yerman. In a field where some of the jobs are “kind of thankless,” he says, “it was nice to get some recognition.”

Technicians, even certified ones, don’t usually get much praise at the dealership. “It’s not like with the salespeople,” says Yerman. “There are lots of awards for top salesperson. They’re always getting some sort of praise, and the service department employees don’t.”

Developments in Wireless TV Receivers Affect Wiring in RVs

By Aaron Engberg

Wiring televisions inside a recreational vehicle can be a complicated process that requires running coaxial cable from the satellite system on the outside of the RV to each television and receiver location inside. However, wireless technology now has the potential to make that process much faster and cost-effective for RV manufacturers, which means they can pass those lower costs to customers and offer a more sophisticated and flexible mobile entertainment system.

Cable and satellite television providers are already rolling out systems for the home that feature a central receiver that can transmit signals to wireless clients throughout the house. Satellite systems providers including DIRECTV and DISH are introducing a similar model for RVs. Wireless satellite receivers eliminate the need to run a coax cable from the satellite antenna to the receiver inside, but can even enable viewers to bring the television sets outside. As long as the TV and receiver have power, RV owners have complete freedom within the range of the wireless router.

The use of new wireless technology with flagship receivers enables RV manufacturers to easily set up wireless receivers for every TV, or just in locations where it is difficult to run coax. For example, higher end RVs with slide outs must currently run coax cable through the slides, where the cable is moved and pulled. This



connection issue vanishes with the use of wireless technology.

Speeding production

For RV manufacturers, wireless TVs and the elimination of coax makes the job of building an RV easier and faster, with a reduction in the cost of labor. If a customer wants to move a TV's location late in production, the manufacturer doesn't have to re-engineer the wiring diagram. Rather, the TV can simply be moved to its preferred location.

This flexibility is also helpful in the used RV market, where expensive retrofitting for TV wires is no longer necessary. Adding a TV to a new location, such as a bedroom, is a simple and inexpensive process.

In addition, RV manufacturers can market more options to big bus customers for stationing their TVs. Big bus design normally calls for one big screen located up front by the driver, and usually at least one TV resides in the bedroom. A wireless system eliminates the need to run coax from the main receiver or satellite antenna to the rear TV. The third outward facing TV in a big bus is usually accessed through an open compartment on the side, enabling people to watch TV outside. This TV can be more than just outward facing, but instead an untethered TV that can be pulled out of its resting place and moved anywhere with a wireless receiver.

In any RV, the customer has a range of choices for his TV – mobile or stationary – without having to worry where the coax connects to the receiver.

How-to pointers

The first step to setting up a wireless system inside an RV is to choose the right external satellite antenna. In order for users to enjoy HD content, the antenna must be able to receive a Ka-band signal for

DIRECTV HD or a Ku-band signal for DISH HD. It is important to verify that the antenna system selected works with service provider wireless receivers as all are not compatible.

With the antenna mounted on the RV, the hardwire pipe feeds into the vehicle. Those wires are inserted into the main receiver, a DIRECTV Genie or DISH Hopper. Once the receiver is plugged in, it broadcasts the received signal throughout the RV to the client receivers at other TVs. The master receiver's signal is encrypted in order to prevent piracy.

This wireless signal enables the TVs to be totally mobile. Manufacturers can put the client receivers anywhere TVs are installed, whether hanging on a wall or mounted in the bedroom. Once everything gets powered up, there are hundreds of HD channels available inside or outside the RV at the touch of a remote control button.

Aaron Engberg is Winegard Satellite Product Manager.

Prepping RVs for Storage

By Shurhold Industries

Preparing an RV for long-term storage can seem overwhelming. But Shurhold Industries has a step-by-step guide to ensure that a rig remains in top shape and is ready to go next season.

To prevent foul smells, all things that mold or mildew should be discarded. Also, empty the refrigerator and get rid of all food and liquids. For better airflow, cushions should be removed or propped up. Storage hatches can be left open, too. Once this is accomplished, the entire RV should be cleaned and vacuumed and dehumidifier bags placed throughout the cabins.

Cleaning the drains and the sump prior to storage is absolutely crucial to keep odors and bacteria from becoming a problem. The RV will absorb the odors and mildew that grow in moist, dark environments, and they will spread throughout. Use a multi-purpose anti-mold cleaner.

Then, use a mold fighter to clean the drains in sinks and showers. After letting it work for a few minutes, rinse it out thoroughly.

Shurhold's Moldaway cleans and deodorizes drains without harming the piping. It also helps clean the sump container by oxygenating the sump water, killing mold/mildew spores and other bacteria, safely and without bleach.



Depending on where an RV is stored, the storage management may suggest flushing antifreeze

through the system.

The cleaner that carpets and canvas surfaces are before storage, the better they will look when taken out of storage. So before sealing up the RV, vacuum and shampoo the carpet and let it dry thoroughly to reduce the chance of bacteria. If possible, cockpit carpet should be cleared out or at least rolled up and stored in a cabin.

It's best to also remove canvas and store it in a dry environment. In the spring, it can be cleaned with Moldaway.

A clean bottom and drive gear are also very important. The undercarriage should be washed with a pressure washer and/or plain water with a soft-to-medium brush. Soaps and detergents are generally not used. Wax is also a good idea.

Lastly, all mechanical, electronic, and other systems should be readied for a long storage nap. Owner's manuals should be consulted on these tasks, since they can potentially affect warranties.

Roller Shades Make Good Aftermarket Add-Ons



United Shade offers three lines of roller shades that can be motorized or manual, including:

- Heavy Duty (HD) options for heavy fabrics with a long traverse, available in day/night motorized, day/night slow up, and night
- Light Weight (LT) with a smaller mounted profile, good for tight spots between valances and windows, available in day/night motorized, single motorized, and manual slow up
- The Classic Series (CS) with a no-headrail design for space and weight restrictions and employing universal wall or ceiling mounting brackets

United Shade is promoting the shades as a new revenue stream for dealers and RV service centers and is initiating a training program through which they can become certified shade installers for its products. For more information, visit www.unitedshade.com.

New Lightweight Composite Panels From Vixen



Vixen Composites introduces new lightweight, load-bearing composite panels for RV components such as cargo trailer ramp doors, flooring, bulkheads, and bunk decks. These panels are custom-made with fully synthetic materials that are impervious to water yet provide an outstanding strength to weight ratio. The panels can be up to 50 percent lighter than wood.

Vixen also produces other composite panels and FRP options that provide structural components that are lighter, yet stronger and more durable. Recently, one of Vixen's custom panels for a commercial building application even received the highest (ASTM E84 Class A) fire retardant rating.

Conntek Straight Blade Inlet and Power Cord



A safe electrical connection is one of the most important aspects when selecting a power kit. Conntek's straight blade inlet and power cord create a superior attachment compared to locking assemblies. Conntek's 30A kit utilizes a standard RV 30A, NEMA

TT-30 configuration with upgraded features that are easier on both the user and RV. This straight blade inlet is easy to install and its NEMA TT-30P configuration is the same as standard hookups at RV campgrounds. It has a greater surface area for better electrical contact, effectively reducing arcing, heat, and possible fires. The 30A straight blade cord is 25 feet long and comes with Conntek's Ergo Grip handle and unique I-ring. Each end has an additional blue LED indicator to warn the user when power is on. The cordset comes with weatherproof locking rings to seal the connection at the inlet.

Contact Conntek at (414)482-0800 or visit www.conntek.com.

Recalls

Note: For more information on these and all federal recalls, contact the National Highway Traffic Safety Administration's Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

Keystone: Fuel Line Clamp

Keystone RV Company is recalling certain model year 2015 Dutchmen Rubicon trailers manufactured Aug. 22, 2014, to Sept. 17, 2014. The vehicles may have been assembled with the clamp installed incorrectly on the fuel line at the generator fuel filter and the fuel tank. As a result, the fuel line may disconnect. If that happens, fuel may leak, increasing the risk of a fire.

Keystone has notified owners, and dealers will inspect the fuel line clamp on the generator and the fuel tank and reposition it as necessary. Owners may contact Keystone customer service at 1-866-425-4369.

Keystone: Unconnected 12V Breaker

Keystone RV Co. is recalling certain model year 2014-2015 Dutchmen Aerolite and Dutchmen Denali travel trailers manufactured Dec. 2, 2013 to Sept. 11, 2014. The trailers may have been produced with a 12V breaker that's located near the battery but may not have been connected to the protected terminal breaker. If the 12V breaker experiences an electrical short, a vehicle fire could occur.

Keystone will notify owners, and dealers will verify the wiring to the breakers is

connected to the protected terminal and/or remedy the connection. Owners may contact Keystone customer service at 1-219-642-4590.

Newmar: Rear Axle Bracket

Newmar Corporation is recalling certain model year 2014-2015 Essex motorhomes manufactured Feb. 15, 2013 to June 4, 2014 and built on Freightliner chassis. In these vehicles, the rear axle jack mounting bracket may be attached too close to the rear suspension air bag. The bracket may rub against the air bag and cause an air leak and a suspension collapse, increasing the risk of a crash.

Newmar has notified owners, and dealers will provide a clearance gap between the bracket and air bag. Owners may contact Newmar customer service at 1-800-731-8300.

Entegra: Defective Fuel Filter

Entegra Coach is recalling certain model year 2015 Aspire and Anthem Class A motorhomes manufactured July 18, 2014, to Sept. 17, 2014. The Cummins ISB or ISL engines in these vehicles may have been equipped with Fleetguard UFF-XT fuel filters (part number FF63009) whose filter shell

(continued on next page)

may separate from the fuel filter nut plate, causing the engine to stall without warning. If the engine stalls unexpectedly, there could be a crash.

Entegra will notify owners, and Spartan Chassis dealers will work with Cummins to replace the fuel filter with a non-defective one. Owners may contact Entegra customer service at 1-800-945-4787.

Newmar: Wrong Circuit Breaker Rating

Newmar Corporation is recalling certain model year 2007-2012 Bay Star, Ventana VT/VL, Dutch Aire, Dutch Star, All-Star, Mountain Aire, and Essex motorhomes manufactured from Jan. 16, 2007 to May 24, 2012. The circuit breaker for the refrigerator heated water line may be incorrect for the amperage draw. A circuit breaker that's incorrectly rated for the amperage need increases the risk of a fire.

Newmar will notify owners, and dealers will inspect the motorhomes and verify that the circuit breaker rating is correct for the amperage draw. Owners may contact Newmar customer service at 1-800-731-8300.

Forest River: Incorrect Labels

Forest River Inc. is recalling certain model year 2014-2015 Salem and Wildwood T174BH RVs manufactured Sept. 18, 2013, to Aug. 29, 2014. These vehicles may have an incorrect gross vehicle weight rating (GVWR) on the certification and tire information labels. If the trailer is loaded to the specifications listed on the label, the tires may fail, increasing the risk of a crash.

Forest River will notify owners and provide corrected labels. Owners may contact Forest River customer service at 1-800-353-7383.

Tiffin: Incorrect Labels

Tiffin Motorhomes Inc. is recalling certain model year 2013-2015 Allegro Bus 45-foot LP, 37-foot, and 40-foot motorhomes. Their Federal Certification labels incorrectly state the front GAWR.

If the motorhome is loaded to the incorrect specifications on the label, the tires could fail, increasing the risk of a crash.

Tiffin will notify owners and send corrected stickers. Owners may contact Tiffin customer service at 1-256-356-8661.

CONTRIBUTORS

*Active donors are those who have contributed to the RV Learning Center during the past two years.



Received From	Contributed 12/11/12 - 12/10/14*	Total Lifetime Pledge	Last Contribution	Received From	Contributed 12/11/12 - 12/10/14*	Total Lifetime Pledge	Last Contribution
MAJOR GIFTS active donors* with cumulative donation or pledge of \$25,000 or more							
Newmar Corporation	\$50,000	\$260,000	10/31/13	McClain's RV Superstore	\$6,000	\$42,000	06/30/14
RVDA of Canada	\$25,000	\$175,000	12/18/13	Pan Pacific RV Centers, Inc.	\$2,000	\$41,500	10/20/14
Bank of America Merrill Lynch	\$5,000	\$173,000	04/29/13	RVAC	\$12,000	\$38,000	12/20/13
Protective	\$50,199	\$161,162	11/22/13	Bill Thomas Camper Sales, Inc.	\$5,000	\$31,000	03/12/14
Tom Stinnett Derby City RV	\$1,000	\$102,000	12/05/13	Pikes Peak Traveland	\$1,000	\$31,000	06/03/13
PleasureLand RV Center, Inc.	\$2,000	\$86,350	11/15/13	Paul Evert's RV Country, Inc.	\$2,000	\$30,000	06/24/14
Horsey Family Memorial Fund	\$2,000	\$70,000	06/26/14	Tiffin Motor Homes, Inc.	\$5,000	\$28,500	03/24/14
Bill & Kristin Fenech	\$10,000	\$62,500	09/24/14	Reines RV Center, Inc.	\$5,000	\$27,025	12/18/13
Ron & Lisa Fenech	\$10,000	\$60,000	10/08/14	Avalon RV Center	\$1,000	\$26,500	04/12/13
Campers Inn	\$11,000	\$56,000	10/08/13	Holiday World of Houston	\$1,000	\$26,000	06/17/14
Byerly RV Center	\$6,000	\$52,000	01/10/14	Bill Plemmons RV World	\$5,000	\$25,000	06/13/14
Fogdall Family Fund	\$6,000	\$43,100	03/05/14				
CHAMPIONS active donors* with a cumulative donation or pledge between \$2,500 and \$24,999							
Jayco	\$5,000	\$23,500	12/08/14	Circle K RV's, Inc.	\$750	\$6,750	08/22/14
Diversified Insurance Mgmt. Inc.	\$6,600	\$21,000	02/24/14	Burlington RV Superstore	\$1250	\$6,250	12/09/14
Dixie RV Superstore	\$5,000	\$20,000	03/21/14	Hayes RV Center	\$1,050	\$6,150	06/13/14
Earl Stoltzfus	\$10,000	\$20,000	08/30/13	Madison RV Supercenter	\$1,000	\$5,500	09/02/14
Wilkins R.V., Inc.	\$3,000	\$19,600	06/26/14	Camperland of Oklahoma, LLC	\$1,000	\$5,350	06/26/14
Greenway, Inc. (Rte 66 Dealer)	\$250	\$18,550	06/11/13	Webster City RV, Inc.	\$2,000	\$5,100	05/05/14
Alpin Haus	\$1,500	\$18,500	06/24/14	Don Clark	\$5,000	\$5,000	10/24/14
Rivers RV	\$250	\$17,600	05/31/13	Minnesota RVDA	\$5,000	\$5,000	01/11/13
Hartville RV Center, Inc.	\$2,250	\$15,750	06/10/14	Topper's Camping Center.	\$1,250	\$4,250	11/25/14
MBA Insurance, Inc.	\$1,000	\$15,100	05/17/13	Best Value RV Sales & Service	\$2,000	\$3,750	05/12/14
AIRXCEL RV Group	\$2,500	\$13,000	10/27/14	Myers RV Center, Inc.	\$1,500	\$3,500	06/25/14
Mike and Barb Molino	\$275	\$11,586	01/24/14	J. D. Sanders, Inc.	\$500	\$3,250	07/28/14
Affinity RV Service Sales & Rentals	\$3,000	\$11,000	06/24/14	RCD Sales Company, Ltd.	\$1,000	\$3,250	08/11/14
United States Warranty Corp.	\$2,000	\$10,250	04/30/14	United RV	\$100	\$3,100	11/25/14
Little Dealer, Little Prices	\$5,000	\$10,050	01/23/13	A World of Training	\$3,000	\$3,000	11/20/13
Great Lakes RV Association	\$10,000	\$10,000	02/28/13	RV Outlet Mall	\$250	\$2,550	06/05/13
Rich & Sons Camper Sales	\$4,000	\$10,000	11/14/13	Alliance Coach, Inc.	\$500	\$2,500	04/11/14
Folsom Lake RV Center	\$2,700	\$9,700	12/16/13	Crestview RV Center	\$500	\$2,500	12/18/13
Motley RV Repair	\$1,000	\$9,075	09/13/13	Phil Ingrassia	\$1,500	\$2,500	03/26/14
Curtis Trailers	\$1,250	\$8,250	06/30/14	Onsite Temp Housing	\$500	\$2,500	05/08/14
LEADERS active donors* with a cumulative donation or pledge between \$1,000 and \$2,499							
The Trail Center	\$500	\$2,350	11/06/13	Skyline RV & Home Sales, Inc.	\$750	\$1,500	07/14/14
Hilltop Trailer Sales	\$500	\$2,122	06/11/13	Candys Campers	\$250	\$1,300	08/12/14
Noble RV, Inc.	\$755	\$1,655	03/21/14	Steinbring Motorcoach	\$250	\$1250	12/03/14
Dinosaur Electronics	\$900	\$1,650	06/18/14	Schaap's RV Traveland	\$750	\$1,100	09/08/14
Lindsey Reines	\$1,500	\$1,500	12/20/13	Bill Mirrielees	\$500	\$1,000	04/30/14
Out of Doors Mart, Inc.	\$750	\$1,500	11/03/14	Tom Manning & Associates	\$1,000	\$1,000	07/11/14
BENEFACTORS active donors* with a cumulative donation or pledge between \$500 and \$999							
Beckley's Camping Center	\$500	\$750	06/17/14	Holiday Hour, Inc.	\$200	\$500	03/24/14
Camp-Site RV	\$500	\$750	01/13/14	Niel's Motor Homes	\$250	\$500	06/11/14
Steinbring Motorcoach	\$500	\$750	11/21/12	Ocean Grove Supercenter	\$500	\$500	06/04/14
Bell Camper Sales	\$300	\$550	09/09/14	Tennessee RV Sales & Service, LLC	\$500	\$500	11/25/14
SUPPORTERS active donors* with a cumulative donation or pledge between \$100 and \$499							
American Guardian Warranty	\$300	\$300	12/01/14	John Peak	\$100	\$100	10/03/13
Modern Trailer Sales, Inc.	\$250	\$250	06/04/14	Keepers RV Center	\$100	\$100	12/10/14
South Haven RV Center	\$250	\$250	05/12/14	Mike Thompson's RV Super Stores	\$100	\$100	08/12/13
Tennessee RV Sales & Service	\$250	\$250	02/21/14	Northwest RV Sales	\$100	\$100	08/04/14
Happy Camping RV	\$100	\$200	11/07/13	Setzer's World of Camping, Inc.	\$100	\$100	02/21/14
Black Book RV Value Guide	\$100	\$100	10/24/14	Starr's Trailer Sales	\$100	\$100	11/25/14
ENDOWMENTS							
Kindlund Family Scholarship		\$270,000					

Certification How-To

It's time to take the first step toward certification!

The RV technician certification process is just a click away. Visit www.rvtechnician.com to learn more.

Step 1

Technician Certification Candidate: The candidate test is a basic orientation to the RV service technician career. The training and test is available at no cost and is located at: <http://www.rvst.org/Candidate/>.

Step 2

Registered Technician: This test establishes that the technician is proficient in core knowledge areas such as propane, basic electrical, fire & life safety, weight knowledge, and other technical skills.

Step 3

Select a Career Path

Traditional Certification: This test is designed to evaluate both the general and specific knowledge in 12 different areas--propane, electrical, plumbing, brakes, suspension, towing, appliances, generators, hydraulics, interior, exterior, slide out systems and other technical skills.

Specialty Certifications: There are five certified specialist areas that make up the right path on the RV Service Technician Career Ladder: body, chassis, electrical systems, appliances, and plumbing. Each test focuses on the subject related to the specialty.





RV TECH CERT PREP COURSES



Every technician can have access to individual self-study training and certification preparation for all sections on the career ladder.

Just getting started?

Take the **FREE** online **Candidate test** by clicking on "How to Become Certified" at www.rvtechnician.com

REGISTERED TECHNICIAN

Course A. \$89

The **Registered Technician Course** prepares RV Service Technician Candidates to take the **Registered RV Service Technician** test. *

Already a Registered Technician?

Choose Your Path:

CERTIFIED TECHNICIAN PREP COURSE

Course B. \$249

Comprehensive Certification Preparation Course that represents the left side of the RV Service Technician Career Ladder. This course is preparation for testing as a **Certified Technician**. *

CERTIFIED SPECIALIST PREP COURSE

Course C. \$69/specialty

Prepares a technician to be tested and certified* in five areas of specialty:

- C1. Appliances \$69
- C2. Body \$69 *Coming Soon!*
- C3. Chassis \$69
- C4. Electrical Systems \$69
- C5. Plumbing \$69

ALL COURSES USE AN INTERACTIVE MULTIMEDIA ONLINE FORMAT. Combines text, graphics, and video with mentor support. All content is online. No extra materials needed. Courses align with core knowledge areas of certification tests.*

**Each fee offers access to the specific online preparation course and DOES NOT cover certification testing.*

YES, I WANT TO REGISTER MY TECHNICIANS! (Copy this form to register more than four.)

Company _____

Address _____

City/State/Zip _____

Phone _____ FAX _____

Developed by RVIA and available through the Mike Molino RV Learning Center.



Each technician MUST have a *distinct* email address that only they can access.

Indicate which **COURSE** a technician is choosing with A, B, or C. **If choosing C, indicate chosen specialties by number.**

Name _____ Email _____ Course _____ \$ _____ *

Name _____ Email _____ Course _____ \$ _____ *

Name _____ Email _____ Course _____ \$ _____ *

Name _____ Email _____ Course _____ \$ _____ *

Send progress reports and other notifications to the following supervisor: **TOTAL \$ _____ ***

Name _____ Title _____ Email _____

Method of Payment All registrations must be pre-paid in U.S. funds. Fees subject to change without notice.

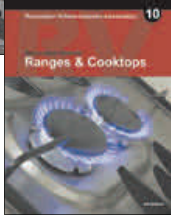
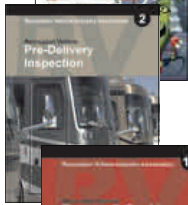
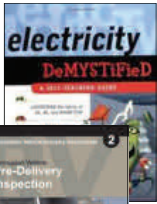
Check enclosed: Payable to the Mike Molino RV Learning Center **Credit Card** VISA MC AMEX DISCOVER

Cardholder Name _____ Billing Address _____

Acct # _____ Exp _____ Security Code _____

Cardholder Signature _____

Fax to (703) 359-0152 or mail to the Mike Molino RV Learning Center, 3930 University Dr., Fairfax, VA 22030. Call (703) 591-7130 to enroll by phone.



RV Service Textbooks

SUMMARIES & ORDER FORM

Published by RVIA, Available through The RV Learning Center

These RV textbooks help technicians increase their knowledge and understanding of the various RV components and operating systems found in today's RVs, and also prepares them for the new testing requirements of the RV Service Technician Career Ladder. The complete set consists of 14 volumes --written by RV service experts, and the Electricity Demystified text.

SAVE 30% WHEN YOU ORDER A COMPLETE HARD COPY OR CD-ROM SET!

See next page for details!

Textbook Title	Price	# books	Total \$
Introduction to RV Service – Provides an introduction to the RV industry, the various types of RVs and their structural characteristics and systems, the basic tools utilized by RV technicians, and safety in the RV workplace. Summaries of industry codes and standards and RV technician job classifications are also included as well as basic information on using RV service manuals. Developing and demonstrating solid customer relations and record keeping skills are also addressed.	\$19.95		
Electricity Demystified – Written in a step-by-step format, this practical guide begins by covering direct current (DC), voltage, resistance, circuits, cells, and batteries. The book goes on to discuss alternating current (AC), power supplies, wire, and cable. Magnetism and electromagnetic effects are also addressed. Detailed examples and concise explanations make it easy to understand the material.	\$14.95		
RV Electrical Systems – Provides instruction on performing AC and DC voltage systems inspections and tests; servicing AC and DC power sources; servicing wiring/distribution systems; and maintaining, repairing and inspecting AC and DC devices.	\$49.95		
RV Propane Systems – Provides instruction on inspecting and maintaining propane containers and fittings; inspecting and maintaining the piping system; performing propane system tests; purging and filling containers; transferring propane from container to container; and burning off propane in a container.	\$49.95		
RV Generators – Covers the installation, maintenance and repair of RV generators, the generator section and control system. This includes inspecting, maintaining and repairing generator components and verifying battery voltage, fuel source and pressures, engine operation, output voltage and frequency, and governor operation.	\$39.95		
RV Ranges & Cooktops – Provides instruction on the installation, repair and replacement of ranges and ovens. This includes verifying gas pressure; verifying grate clips installation; checking lines and fittings; repairing and replacing components; verifying range burners are not affected by operation of force air furnace or other appliances; and performing function test.	\$39.95		
RV Water Heaters – Covers the installation, repair and replacement of RV water heaters — Pilot, DSI (direct spark ignition) and Electric. Topics addressed include inspecting ignition systems, verifying gas pressure; troubleshooting the sequence of operation, repair and replacement of various components; draining and flushing the water heater and inspecting fittings for calcium deposits; checking fittings on the tank; inspecting and replacing the water tank; and checking lines and valves for motor aide.	\$39.95		
RV Plumbing Systems – Provides instruction on performing fresh water systems tests; inspecting and repairing fresh water storage tanks, distribution systems, and fixtures and devices; performing waste water systems tests; and inspecting, repairing and replacing waste holding tanks and drainage piping systems.	\$39.95		
RV Heating Appliances – Covers installation, repair and replacement of RV heating systems, including gravity, pilot and DSI (direct spark ignition furnaces). Topics examined include verifying pressure and electrical voltage; inspecting and cleaning burner, pilot, exhaust tube and air intake; troubleshooting the sequence of operation; repairing and replacing various furnace components; inspecting and correcting ducting and return air.	\$39.95		



RV Service Textbooks

RV Refrigerators – Provides instruction on the installation, repair and replacement of absorption refrigerators (manual and automatic selection). This includes verifying proper venting, AC and DC power sources, propane gas pressure, and leveling; diagnosing and replacing electric and gas components; diagnosing and replacing the cooling unit; diagnosing, repairing and replacing the internal ice maker components; and performing function tests.	\$39.95		
RV Air Conditioning – Covers the installation, repair and replacement of air conditioning and heat pump units, including verifying air flow, assessing the integrity of the electrical system, and evaluating the integrity of refrigerant systems.	\$39.95		
RV Pre-Delivery Inspection – Introduces and explains the many important steps in inspecting the RV before delivering to the customer, including checking propane systems, pre-testing all appliances and accessories, testing and inspecting the AC and DC electrical system; checking safety items, lighting, window roof molding seals, and wiper blades; checking and lubing doors; visually inspecting chassis; checking lug nuts and tire pressure; testing water supply and drainage systems; and conducting a test drive.	\$39.95		
RV Preventive Maintenance – Examines what services to perform for preventative maintenance, including checking propane systems; servicing and adjusting appliances; testing G.F.C.Is; winterizing and de-winterizing coach; checking safety items; checking and lubricating doors; checking exterior lights; checking window roof molding seals; changing oil and filter on power plants; checking wiper blades; visually inspecting fluid levels; servicing batteries; inspecting belts and hoses; changing chassis oil and filter and lubricating chassis; changing transmission oil, filter and gasket; visually inspecting chassis; checking lug nuts and tire pressure; flushing and refilling cooling system; and performing a test drive.	\$39.95		
RV Brakes, Suspension & Towing – Covers the basics of brakes and brake controllers used in RV towable systems. References RV suspension systems as well as wheels and tires. Fully describes types of RV towing systems, hitches, wiring, and accessories. Includes information on troubleshooting, repair and replacement of stabilizer jacks and mechanical landing gear jacks. Textbook also covers vehicle weights, weight safety, weight labels, legal regulations, codes and standards.	\$39.95		
RV Hydraulics – Covers the basic principles and laws of hydraulics, hydraulic terminology, special tools and equipment and basic hydraulic circuits. The book introduces the technician to hydraulic system components and their functions. Includes information on performing hydraulic system maintenance, safety, and troubleshooting procedures.	\$39.95		
Save almost \$200 – Complete Book Set	\$382.00		
TOTAL COST OF TEXTBOOKS IF PURCHASED INDIVIDUALLY	\$574.25		
ALSO AVAILABLE ON CD-ROM (NOTE: Electricity Demystified is NOT on the CD-ROM, but will be included in hard copy format with your order.)	\$382.00		

Price includes shipping and handling. **Total Amount Enclosed: \$**

Name: _____ Company: _____

Shipping Address: _____

City: _____ State: _____ Zip: _____

Phone: _____ Fax: _____

Method of Payment (Please Check One):

- Check (Made Payable to the Mike Molino RV Learning Center)
- Send an Invoice (RVDA Members Only)
- Credit Card: Visa MasterCard Amex Discover

**Mail this form to Mike Molino RV Learning Center
or fax to (703) 359-0152.**

For more information call (703) 591-7130 or visit
our website at www.rvlearningcenter.com

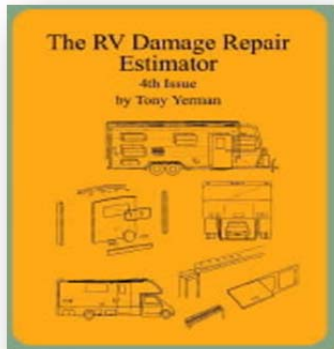
Card No.: _____ Expiration Date: _____

Name on Card _____

Signature: _____

Billing Address (if different from above): _____

The RV Damage Repair Estimator



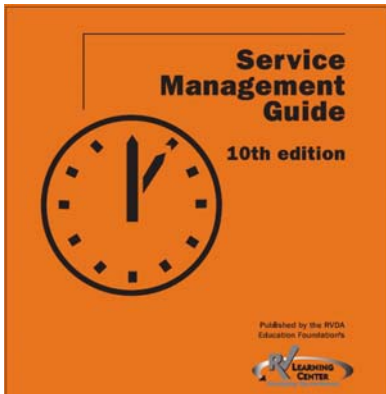
Written and published by RV repair expert Tony Yerman, **The RV Damage Repair Estimator** offers dealers a centralized source for average time and cost of making RV repairs and purchasing RV parts. A growing source of service department revenue comes from insurance company reimbursements for collision, storm, and vandalism repair. Now in its fourth edition, **The RV Damage Repair Estimator** helps RV service departments prepare consistent, data-supported claim estimates for insurance companies and RV owners.

The RV Damage Repair Estimator is available in print as a 300+ page manual.

Service departments around the country rely on **The RV Damage Repair Estimator**. Order yours today by completing and submitting this order form, visiting www.rvlearningcenter.com, or calling the dealer services hotline. The RVDA member price for the printed manual is \$199, or \$239.95 for non-members. Note: Prices are subject to change without notice.

The RV Damage Repair Estimator				
Part 1: Contact Name:				
Company:				
Company Address:				
City/State/Zip:				
Phone:		Email:		
Part 2: PAYMENT METHOD				
The RV Damage Repair Estimator, 4th Issue <input type="radio"/> Send Invoice (RVDA members only)	\$199	Non-Member	Qty.	Total
	<input type="radio"/> Check Enclosed	\$239.95		\$
Name on Credit Card:	<input type="radio"/> Check Enclosed		<input type="radio"/> Visa <input type="radio"/> MasterCard <input type="radio"/> Discover <input type="radio"/> AMEX	
Card Number:	Security Code:		Expires:	
Card Billing Address:				
City/State/Zip:				
Card Holder Signature:				
Submit to: Mike Molino RV Learning Center 3930 University Drive, Fairfax, VA 22030 • Fax (703) 359-0152 • Call (703) 591-7130				

10th Edition Service Management Guide (Flat Rate Manual)



The expanded Service Management Guide offers over 100 pages of average work unit times for the most basic service functions performed by competent RV technicians.

- The 10th Edition of the Service Management Guide offers extensive updates and additions provided by dealers, service managers, and technicians.
- It also offers all new Service Check Sheets that provide a valuable reference for service managers and technicians.
- It is a great tool for the service department when working with extended service contracts.
- The Service Management Guide is also available in CD-ROM.

The Service Management Guide is designed to provide reasonable guidance relative to the time required for competent technicians to complete assigned tasks. It is an important part of the service management system, but it is not intended to be the sole determinant of prices or rates charged in that sale of service.

Manual or CD-ROM: RVDA Members \$164.95 Non-Members: \$330.00

Manual and CD-ROM: RVDA Members \$275.00 Non-Members: \$550.00

Order Online at <http://www.rvlearningcenter.com>. Note: prices are subject to change without notice

Order Form – 10th Edition Service Management Guide (Flat Rate Manual)

Name: _____

Company Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Phone: _____ Fax: _____ E-mail: _____

RVDA Member Non-RVDA Member Manual - # of Copies: _____ CD-ROM - # of Copies: _____

Method of payment (Please check one)

Check enclosed (Made Payable to: Mike Molino RV Learning Center)

Send an invoice (members only) Credit Card: Visa Master Card American Express Discover

Card Number: _____ Expiration Date: _____ Security Code: _____

Name on Card: _____ Signature: _____

Billing Address: _____ Billing Zip: _____



RVDA, 3930 University Dr, Fairfax, VA 22030 (703) 591-7130, Fax (703) 359-0152, Email: info@rvda.org

ONLINE TRAINING WITH FRVTA'S DISTANCE LEARNING NETWORK

The DLN offers your dealership:

- Onsite training
- Group training
- No travel time or expenses
- Self-determined pace
- One fixed price of \$995 for the subscription term

The Florida RV Trade Association and RVDA's Mike Molino RV Learning Center

partner to provide distance learning opportunities to RV dealers and their employees. The Distance Learning Network is \$995 per year for each dealership location. Over 50 sessions available, 24 hours a day, seven days a week, with full access to training through July 31, 2015.



than 50 training sessions, reviews, and test preparation sections. Also included are manufacturer- and supplier-specific advanced repair and troubleshooting classes designed to upgrade technicians' skills. Completion of these classes qualifies for recertification hours. Classes are available 24/7 throughout the program year, providing maximum flexibility.

The DLN offers online training for:

- **RV Technicians** – The certification prep course helps technicians get ready for the certification exam. Your subscription includes unlimited access to more
- **Service Writers/Advisors** – This three-hour program is valuable for both new staff and experienced personnel preparing for the RV Learning Center's Service Writer/Advisor certification.
- **Greeters/Receptionists** – This 50-minute session is suitable for all employees who need customer service skills. It includes a final exam and certificate of completion.
- **Dealers/GMs** – This program features important topics for management, including lemon laws, LP gas licensing issues, and the federal Red Flags Rule.

DEALERSHIP REGISTRATION

Company Name: _____

Address: _____ City: _____ State: _____ Zip: _____

Phone: _____ Fax: _____

Mentor Name: _____ Phone: _____

E-mail (at dealership): _____ Fax: _____

****High speed Internet access required. RVIA service textbooks not included****

_____ location(s) at **\$995 each** = payment due: \$_____ (select payment method below)

PAYMENT METHOD Note: prices are subject to change without notice. Complete lower section and mail or fax to: **Florida RV Trade Association, 10510 Gibsonton Drive, Riverview, FL 33578, (813) 741-0488, Fax: (813) 741-0688**

PAY BY CHECK OR MONEY ORDER PAY BY VISA OR MASTERCARD

Name on Credit Card: _____ Card Number: _____

Security Code: _____ Expires: _____ Card Billing Address: _____

Card Holder Signature: _____

We offer more than products. We offer solutions.

RVDA

SINCE 1991

When you work with Protective you offer customers more than products; you offer solutions – solutions that allow people to embrace all today has to offer by protecting their tomorrow.

Protective provides F&I solutions that simplify the selling process with easy to understand products, advanced training and reliable customer care and claims service. We are committed to your profitability by serving the increasing number of RV buyers that are unprotected from the costs of future mechanical expenses.

Like you, we believe in doing the right thing for the customer. Help your customers protect tomorrow and embrace today with F&I solutions from Protective Asset Protection.

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Dealer Experience Refund & Reinsurance Programs | Rental Programs
F&I Training | On-Line Rating, Reporting & Agreements
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Asset Protection

The XtraRide Service Agreement Program backed by Lyndon Property Insurance Company, a Protective company in all states except New York. In New York, this product is sold by Old Republic Insurance Company. An RVOA endorsed product. © 2011 Protective Asset Protection. All rights reserved. RVDA and the NDA Wucat Jotl fowldl-lon 11: (1) d'ompensatol' hom 4 Plof-Xl!ro (OO)cny fur busl <3.! generatit. If by HV di! Jit-r!