RV TECHNICIAN

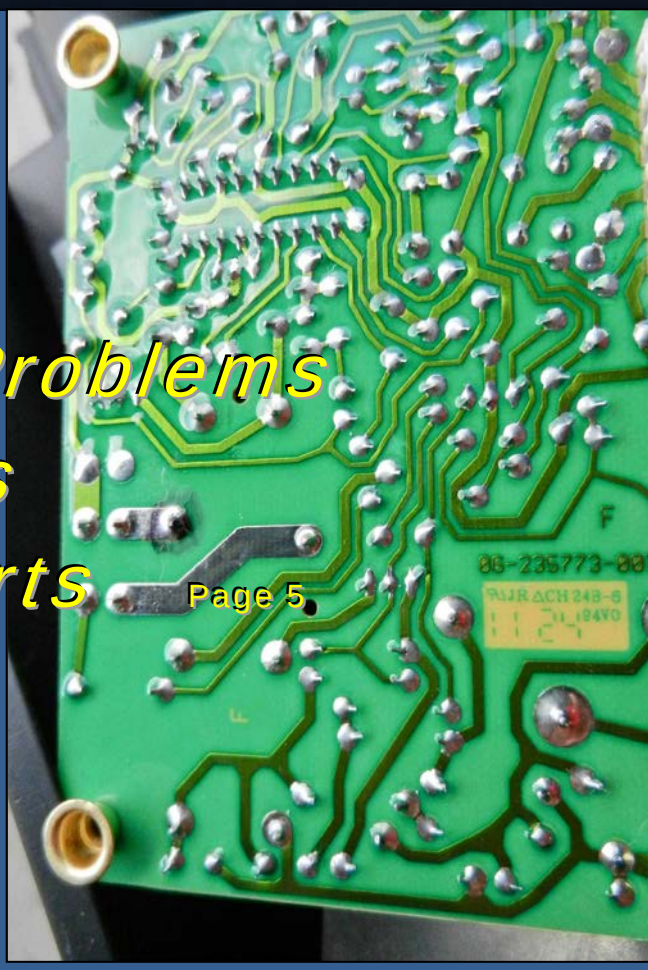
PUBLISHED BY THE RVDA EDUCATION FOUNDATION'S

The Mike Molino RV Learning Center — Developing Top Performers

July/August 2014

Diagnosing Problems versus Changing Parts

Page 5



2014 RVDA Convention Offers Service Training

Page 13

Matching Skills to Labor Rates

Page 9

Must-Have Handbook for Techs

Page 11

RV TECHNICIAN

PUBLISHED BY THE RVDA EDUCATION FOUNDATION'S

The Mike Molino RV Learning Center — Developing Top Performers

July/August 2014

Diagnostics

5 Diagnosing Problems Versus Changing Parts

Labor

9 Labor Rates By Skill Level

Safety

11 Are You Aware of ANSI/NFPA?

Convention/Expo

13 The 2014 RV Dealers Convention/Expo Offers Educational Opportunities for Every Department

Training

17 Vendor Training +Plus: Training on the Latest Products and Services

5 Diagnose, don't replace!

9 Matching rates with skills

11 The best handbook for techs

13 Training for everyone!

DEPARTMENTS

3 From the Editor
4 Board of Directors
23 Recalls
25 Contributors

Certification
Page 26

Are You a REAL Tech?

Is a good multimeter the most important tool in a technician's toolbox? According to one writer, part of what distinguishes a true technician from someone who merely changes parts is the ability to perform diagnostics before attempting to make repairs. In "Diagnosing Problems Versus Changing Parts" by Steve Savage, read about the diagnostic process used with common brake and AC problems.

Do you get requests from RV owners for information on how they can install or repair something themselves? Do they ask you to perform questionable procedures to their units? Two organizations—the American National Standards Institute and the National Fire Protection Association—produce standards and codes for the RV industry that provide tested and true methods for safely performing repairs. Not following the codes can put your customers at risk and leave you open to liability.

RVDA service consultant Tony Yerman recommends that all technicians have a copy of the ANSI/NFPA handbook and provides a link to it in "Are You Aware of ANSI/NFPA?"

It doesn't take a master certified technician to wash an RV, yet how often do certified and master techs end up doing jobs that don't require their level of training? Maybe the answer, says Yerman, is to adjust labor rates by the skill level required for the job. As he says in "Labor Rates by Skill Level," it would show customers they're not overpaying for having an overqualified person perform the repair. Yerman would like feedback on this story, so please contact him.

Finally, if you've always assumed that RVDA's annual convention/expo was just for dealers, please read the special convention section for info on the training opportunities available for techs and service and parts employees. This year's event takes place Nov. 10-14 at Bally's on the Las Vegas Strip, and there is truly something for everyone.

Mary Anne Shreve
Editor
mashreve@rvda.org
(703) 591-7130 x117

RV Technician Advisory Group

Randy Biles, Pikes Peak Traveland Inc.

Tom Fribley, Fribley Technical Services Inc.

Ellen Kietzmann, Blue Ox

Gary Motley, Motley RV Repair

Steve Savage, Mobility RV Service

Tony Yerman, RVDA Service Consultant

THE MIKE MOLINO RV LEARNING CENTER BOARD OF DIRECTORS

Chairman
Jeff Pastore
Hartville RV Center Inc.
Hartville, OH
(330) 877-3500
jeff@hartvillerv.com

Vice Chairman
Dan Pearson
PleasureLand RV Center Inc.
St. Cloud, MN
(320) 251-7588
D.Pearson@pleasurelandrv.com

Secretary/Treasurer
Bill Koster
Protective
St. Louis, MO (636) 536-5704
bill.koster@protective.com

President
Phil Ingrassia, CAE
RVDA
Fairfax, VA (703) 591-7130
pingrassia@rvda.org

Director
Mick Ferkey
Greeneway Inc. (Route 66 Dealer)
Wisconsin Rapids, WI
(715) 325-5170
mickferkey@greenewayrv.com

Director
Darrel Friesen
All Seasons RV Center
Yuba City, CA
(530) 671-9070
Darrel@allseasonsrvcenter.com

Director
Eleonore Hamm
RVDA of Canada
Richmond, BC
(604) 204-0559
eleonore_hamm@rvda.ca

Director
Andy Heck
Alpin Haus
Amsterdam, NY
(518) 842-5900
aheck@alpinhaus.com

Director
Jeff Hirsch
Campers Inn of Kingston
Kingston, NH
(603) 642-5555
jhirsch@campersinn.com

Director
Rick Horsey
Parkview RV Center
Smyrna, DE
(302) 653-6619
rhorsey@parkviewrv.com

Director
Newt Kindlund
Kindlund Investments
Winter Park, FL
(407) 628-4211
newt@kindlund.com

Director
John McCluskey
Florida Outdoors RV Center
Stuart, FL
(772) 288-2221
john@floridaoutdoorsrv.com

Director
Matthew Miller
Newmar Corporation
Nappanee, IN
(574) 773-2381
mlmiller@newmarcorp.com

Director
Russ Patton
Byerly RV Center
295 East 5th St.
Eureka, MO
(636) 938-2000
rpatton@byerlyrv.com

Director
Steve Plemmons
Bill Plemmons RV World
Rural Hall, NC
(336) 377-2213
steve@billplemmonsrv.com

Director
Tom Stinnett
Tom Stinnett RV Freedom Center
Clarksville, IN
(812) 282-7718
tstinnett@stinnettrv.com

Director
Tim Wegge
Burlington RV Superstore
Sturtevant, WI
(262) 321-2500

Director
Brian Wilkins
Wilkins R.V. Inc.
Bath, NY
(607) 776-3103
bwilkins@wilkinsrv.com

The Mike Molino RV Learning Center Staff

Phil Ingrassia, CAE
RVDA Education Foundation President

Ronnie Hepp, CAE
Vice President for Administration

Karin Van Duyse
Chief, RV Learning Center

Mary Anne Shreve
Editor

Chuck Boyd
Dealer Services Manager

Hank Fortune
Director of Finance

Jeff Kurowski
Director of Industry Relations

Isabel McGrath
Technician Certification Registrar

Julie Anna Newhouse
Marketing Manager

Brett Richardson, Esq., CAE
Director of Legal & Regulatory Affairs

Julianne Ryder
Marketing Communications Specialist

Liz Fleming
Education Coordinator

Tony Yerman
RV Service Consultant

Trish Williams
Accounting Clerk

Diagnosing Problems Versus Changing Parts

By Steve Savage

Which is more important for an RV technician to possess--a large selection of tools or a high-end multimeter?

I believe the skills that separate a technician from a "parts changer" are the ability to gather a history of the problem and the knowledge to formulate an accurate diagnosis ***before attempting the repair.***

Suppose you went to the hospital with a bleeding foot, and the first thing the doctor did was to start stitching your thumb? That's exactly what we technicians do if we start "fixing" something before we have a clear understanding of what's causing the problem. Knowing how and when a problem began is just as important to an RV technician as an accurate diagnosis is to a physician.

Question everything

Simply being told by the customer that something isn't working is never enough information to move forward with a repair. Did the problem just begin or has it been slowly getting worse? Does it happen only when connected to the shoreline, only when the generator is the source of power, or is it the batteries? Questions have to be specific.

I do this with my customers by saying something like, "I'm going to take just a minute to make sure I'm on the same page with you," and then I repeat back what I think I heard them say. This gives customers the chance to clarify or elaborate on what they've told me.

Here's an example of what can happen when repairs are attempted without an accurate diagnosis. A fifth wheel owner told a service center that the brakes on his fiver weren't working, and without further ado, the complete brake system was replaced on all four wheels--drums, shoes, backing plates, the whole shebang. Unfortunately, several thousand dollars' worth of new parts didn't fix the problem, and the fifth wheel still had no brakes. As you may well imagine, this led to unhappiness and finger pointing.

The problem, as it turned out, was that the wire to the brakes had become disconnected. Repairing the connection returned the brakes to their former effectiveness. I'm not sure if the owner's unhappiness was as easily addressed.

Maybe you're shaking your head, thinking, "No way would I make that mistake," but I disagree. I think the techs most likely to make that mistake aren't the newbies—they're techs like you and me who have a few years under our belts and tend to do what's worked in the past, even when it may not apply to the current situation.

I worked on a fifth wheel this week whose air conditioner wasn't cooling. The camper was set up in a residential campground.

(continued on next page)

Over the phone, the customer –an experienced fifth wheel owner--said the fan was running, but he couldn't tell if the compressor was. He had made sure the filter was clean and the coil wasn't icing.

At this point, I think you would agree, a service call was in order, since I had asked enough questions to rule out obvious operator errors.

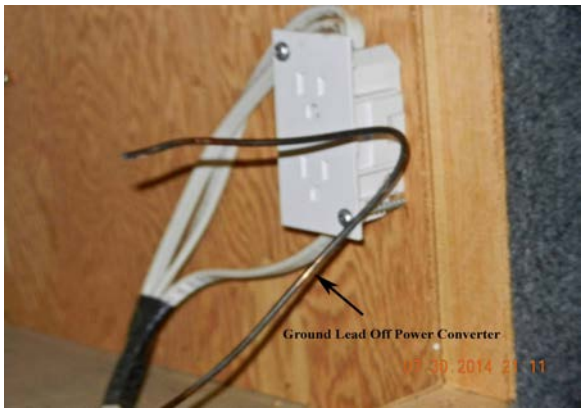
Perhaps, like me, you'd be thinking there was a problem with a t-stat, module board, capacitor, or PTCR—an electrical issue. Arriving the next morning, however, I was thrown a curve ball.

I fired up the Coleman Mach, and in 10 minutes I had 39-degree air pouring out the discharge vents and an easy 25-degree differential between inlet and outlet air temperature. The air conditioner was cooling like it was on a quest to single-handedly end global warming, which puzzled the owner and left me with nothing obvious to fix. It answered the t-stat, the amp draw was good, and I was scratching my head.

Obviously, I had missed something, but what? I needed to gather more history, because I was still betting on an electrical problem. I was now convinced the AC was working and that something was messing with the module board's head. If I was right, there might be something in the camper's or the campground's history, and there was.

With further questioning, I discovered this particular campground loop had been completely rewired earlier in the summer. The owner could recall power outages in the past.

That led me to the power converter, where I found only 11.6 VDC at the battery, along with the wires you see in the pictures of the blackened grounding lead and the ends I cut off the negative battery cable at the converter. Both of these suggested that the power converter was no longer a happy camper.



(continued on next page)

I installed a new power converter, measured 13.5 VDC at the battery, and called it a morning. So far, the fifth wheel's owner has had no further problems. Hopefully, the history I gathered pointed me in the right direction and helped me find the true problem and the correct repair.

Here's another, somewhat atypical example. I was asked to repair a Suburban NT model furnace that wouldn't respond to the thermostat. It was an unusual call, because the customer told me a competitor had recommended me for the job. When I got there, I understood why.

The furnace was mounted on the passenger side, and access to the wiring was blocked on the passenger side bay door by the body of the furnace, as well as several warm air ducts running off the furnace plenum. The only way to work on the furnace was to belly crawl all the way across the bay from the driver's side.

The owner, a newbie, didn't have a clear understanding of what had been done during an earlier service call. He suspected the problem was the thermostat, since initially the furnace would cycle off and on every couple of minutes. When I arrived, however, the furnace was inactive except for a faint relay click on the module board.

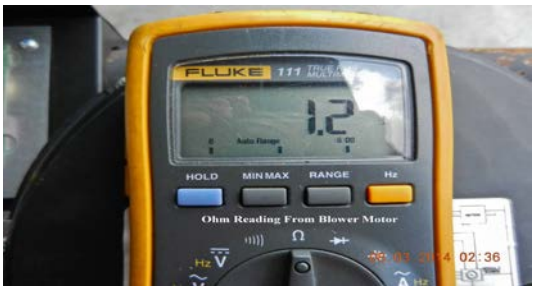
The only other history I could gather from the owner was that the furnace had been pulled and disassembled onsite with multiple jumpers used to troubleshoot. He also said that after the module board had been "fixed," the furnace worked somewhat erratically for a week before quitting completely. I wasn't able to tell from the previous technician's invoice what exactly had been done.

With this repair, the information I had was sparse, and it didn't help much in ruling anything out. The history suggested an electrical issue, and I was doubtful the thermostat, a Coleman, was the faulty party. I was sure power was reaching the fan relay on the module board, but that meant there was more ground to cover before I had a diagnosis.

Lying on my belly in the bay, I first removed the ductwork and verified I had 13.5 VDC on the plug to the furnace, so it wasn't a question of low voltage, and bypassing the thermostat by using my own plug and booster box made no difference.

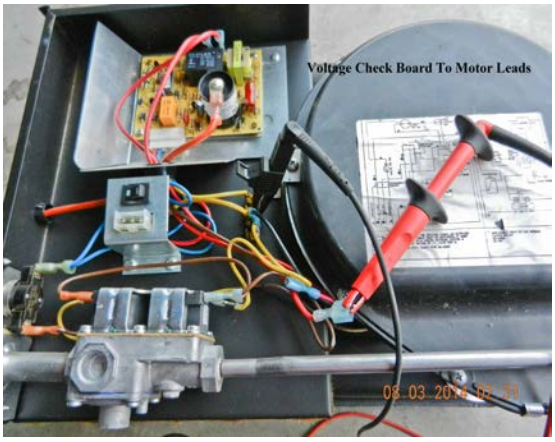
At this point, I had verified the problem was with the furnace and not the fifth wheel, so the next step was to pull the furnace. I was sure the problem was electrical, leaving me with the module board or the fan motor itself as potential culprits. The only question now was which one.

Once I had the furnace out, I hooked up my booster box and, using my own plug on the furnace, powered the board. I could hear the relay click (no help diagnostically as a clicking relay, by itself, means nothing). Using my meter, I also found I had 12.5 VDC from the fan relay to the motor leads. My first thought was I must have a bad motor, but to be sure, I ohmed the motor, finding 1.2 ohms. That was about what I would expect from a healthy motor.

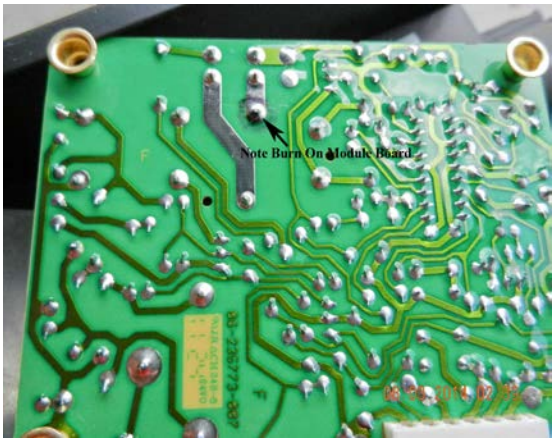


(continued on next page)

Next, I disconnected the motor leads and powered the motor off my booster box. It immediately started and ran, and amp draw was at factory spec.



That left the module board, which had just been “fixed” on the previous service call. Removing the board and turning it over, I found the burned spot shown in the picture at the fan relay. I now had a definitive diagnosis--a bad module board.



I Installed a new board, put the furnace back together, and we once again had heat. The customer wanted me to also replace the thermostat, which I refused to do since my diagnosis determined it wasn’t the problem.

I chose these two examples to make my point that diagnosis is critical. In the first case, the air conditioner wasn’t the problem, it was a power converter. In the second example, I had voltage on the motor leads but not enough amperage to start the motor. Not rocket science, but not obvious.

I could easily have started throwing parts at either problem. It’s easy to forget that high-dollar tools or impressive service bays do not make us technicians. Our customers’ satisfaction depends on our ability to gather relevant information and then move through a series of steps to accurately diagnose the cause of a problem before *we try to fix it*. If we aren’t doing that, we aren’t technicians—we’re parts-changers.

Steve Savage is a master certified technician and a member of the RV Technician Advisory Board. He can be contacted at mroeditor@chartertn.net.

Labor Rates by Skill Level

By Tony Yerman

It doesn't take a rocket scientist to wash an RV.

And it doesn't take a master certified technician to do it, either. That might be exaggerating the situation a bit, but how often do certified and sometimes even master certified techs get called on to do jobs that don't require their level of expertise? Take a propane system test, for instance--does that require anyone above the level of a registered tech?

Value in repairs

Have you ever had customers complain about your labor rate? Have they ever associated your labor rate with the type of job they're having you do?

I read an ad from a dealer management software company, pitching their product's ability to tally repair hours at different labor rates. The company seemed to be advocating for having different rates for warranty, customer pay, sales department, and insurance companies. A manufacturer might pay a lower rate than the dealership's posted retail labor rate, for instance.

But then comes the customer who doesn't want to pay $100+ for a propane test or to have a tire changed. Is a tire change a value if he has to pay $100 to have it done? He might start questioning all of your repairs.

It's interesting that I saw the ad while working on the new RVDA Service Management Guide (SMG). During my discussions with SMG task force members, one of them brought up the idea of categorizing repairs based on the RVDA/RVIA Service Technician Career Ladder. This is the training and certification process that a technician must progress through to advance his skill level and ranking. Many dealerships base pay scales on whether or not the technician is certified or on the amount of training he or she has.

So why not adjust your customer labor rate to the skill level required to make the repairs? It would demonstrate to the customer that you're offering value by having the repair performed by someone with the appropriate degree of skill and not overcharging by using someone who's overqualified to make the repair. Make sense?

I learned this principle years ago in the automotive industry. When I repaired cars and other equipment, the insurance companies would pay different rates for different jobs. The job that stuck out the most was painting. Insurers would pay only half of what the body work cost to have the

repair painted and finished. Apparently, they didn't feel that waving a paint gun at a vehicle required as much skill as straightening a bent chassis.

What do you think?

Do you know what's involved with the RVDA/RVIA Service Technician Career Ladder and its various skill levels? Would it help you to know what labor operations might require a technician candidate and which ones might require a higher skill level?

I would love to know what you think. I can be reached by email at tyerman@rvda.org. If I get enough responses, I'll get back to this in a future article.

Tony Yerman is a master certified technician and RVDA's service consultant. He is the author of the Service Management Guide and Damage Repair Estimator. He can be contacted at tyerman@rvda.org.

Are You Aware of ANSI/NFPA??

By Tony Yerman

What is it?

Actually, it's two different organizations. The American National Standards Institute (ANSI) and the National Fire Protection Association (NFPA) develop standards and codes by which products are manufactured, services are provided, and people are managed. These organizations have developed codes and standards for the RV industry. The Recreational Vehicle Industry Association (RVIA) uses these codes and standards through its standards department to guide its members in the manufacturing of their vehicles.

How does it affect you?

As RVDA's service consultant, I get a lot of calls from people asking how to install or repair almost everything on an RV. Whatever I recommend, I have to be sure I'm giving the proper instructions so as not to open anyone up to personal liability. And that includes me and RVDA. So, besides referring to the many manuals, websites, and articles I keep from manufacturers and suppliers, I make a point of referring to and recommending the ANSI/NFPA codes 1192 Handbook.

I have to add here that these codes are voluntary. Manufacturers who are RVIA members agree to follow them. These codes are tested and valid.

If I want to know how to install an electrical outlet or what type of outlet I should use, there's a code for it. If I were to recommend installing a 120VAC electrical outlet into the exterior wall of a vehicle, without connecting it to a GFCI circuit, I would not be recommending an installation to code. If someone were to be injured because of the outlet and installation, everyone involved could be sued. If a code or standard provides a tested and true method for making a safe and secure installation, it would be neglectful to perform the job any other way.

Here's an example of the code's effect in real life. A technician told me he installed a solid glass window where there had been an exit, or egress window. The vehicle was required by code to have an emergency exit in that area. When I explained this to him, he said the customer didn't want to spend the money on an exit window.

I recommended that he not do the replacement, supplied him with the standard and instructions on how to get a copy of the

code book. I also asked him what he thought would happen if the unit caught fire and someone was injured. What would he say in court when the customer told the judge that he hadn't been informed about the codes?

What should you do?

As they say, ignorance is no excuse. If you don't know about the codes, you shouldn't be working on vehicles. If you know they exist but don't have them or subscribe to them, you should. Visit the RVIA website and get the "Handbook for Recreation Vehicle Standards 2014/A guide to NFPA 1192" —it's the most valuable one to a repair facility. Here's the RVIA link: http://www.rvia.org/?ESID=store&Dept=CODES

Get one and stay safe and legal.

Tony Yerman is a master certified technician and RVDA's service consultant. He is the author of the Service Management Guide and Damage Repairs Estimator. He can be contacted at tyerman@rvda.org.

PASSPORT TO EXCELLENCE

New location, new time, new level of excitement over this year's RV Dealers International Convention/Expo

By RVDA staff

Better timing, a new location, and fresh new workshops are spurring early commitments and registrations for the 2014 RV Dealers International Convention/Expo, themed "Passport to Excellence: Education and Training." RV dealers, manufacturers, suppliers, and educators will all convene at Bally's on the Las Vegas Strip from Nov. 10-14 to participate in the largest event of its kind for RV retailers.

Excitement about the new venue was immediately evident when RVDA announced at last fall's convention that the event would be moving to Bally's. Aptly described as "the center of the action," Bally's is at the heart of the famed Las Vegas Strip, surrounded by the most iconic casino properties, bright lights, and street attractions that characterize Las Vegas. Convention registrants will have easy access to all the nightlife the city has to offer.

And by moving the convention to November – a full month later than usual – dealers will be able to bring more employees along for training and education.

"November is better for our dealers and will allow greater participation by more people," says RVDA Convention/Expo Committee Chairman John McCluskey of Florida Outdoors. "Employee development opportunities will be expanded, and we're aiming for maximum flexibility so dealers can plan their schedules to include the convention."

RV BUSINESS TOP 50 DEALER AWARDS

Adding to the excitement surrounding this year's convention is the return of the RVBusiness Top 50 Dealer Awards after a 3-year hiatus.

The Vendor Training +Plus program will be back – and tripled in size – after its successful debut last year. These informative training sessions by industry suppliers and vendors will take place Monday and Tuesday. Education workshops from Tuesday through Friday will target the hot-button issues that affect every dealership department. Some will be repeated so that participants won't have to choose between one must-hear workshop and another. In addition, workshops will be shorter to keep presentations super-targeted and engaging.

The convention's expo hall will be filled to capacity with the RV industry's top manufacturers and suppliers of products and services. Exhibit space is selling faster than at any time since before the recession, reflecting the industry's renewed optimism and the keen interest in RVDA's annual event.

Adding to the excitement surrounding this year's convention is the return of the **RVBusiness Top 50 Dealer Awards program** after a 3-year hiatus. RV manufacturers are in the process of nominating their best dealers, and the honorees will be recognized at a reception open to all badge-wearing convention attendees on the evening of Wednesday, Nov. 12. These 50 individuals will be selected by an independent panel, based on their commitment to consumer care, business acumen, civic involvement, and general professionalism.

EDUCATION

PASSPORT TO EXCELLENCE

& TRAINING

RVDA's Partners in Progress committees will also meet to work on important dealer-manufacturer issues, but the meetings will be spread more evenly throughout the week to ease dealers' schedules. Results from the association's annual Dealer Satisfaction Survey (DSI) will be available for discussion during these meetings. Six PIP sessions have been scheduled to date. Check www.rvda.org throughout the summer for additional listings.

If you've ever visited a Disney theme park and admired how the always cheerful staffers keep things running seamlessly, you can thank **Doug Lipp**, this year's keynote speaker. Lipp – an RV owner himself – headed the training team at Disney corporate headquarters in the '80s and is an internationally recognized expert on customer service, change, and global competitiveness.

In his presentation, "Even Monkeys Fall from Trees: Learn from Mistakes and Embrace Change," he'll reveal how even topnotch companies like Disney need to constantly reassess themselves and adapt to changing markets.

AGENDA-AT-A-GLANCE*

Sunday, November 9

11:30 a.m. - TBD	RVDA of Alberta Golf Tournament

Monday, November 10

7:00 a.m. - 5:30 p.m.	Registration desk open
8:00 a.m. - 12 p.m.	RVDA of Alberta Board of Directors meeting
11:30 a.m. - 2:30 p.m.	RVDA of America Board of Delegates lunch & meeting
12:00 - 5:00 p.m.	RVDA of Canada Board of Directors lunch & meeting
2:45 - 5:00 p.m.	Vendor Training +Plus sessions
2:45 - 3:45 p.m.	KZ RV Partners in Progress meeting

Tuesday, November 11

7:00 a.m. - 5:30 p.m.	Registration desk open
8:15 - 9:15 a.m.	Crossroads Partners in Progress meeting
9:30 a.m. - 1:00 p.m.	Vendor Training +Plus sessions
9:30 - 10:30 a.m.	Jayco Partners in Progress meeting
10:45 - 11:45 a.m.	Heartland Partners in Progress meeting
12:00 - 1:00 p.m.	Winnebago Partners in Progress meeting
1:15 - 2:15 p.m.	Concurrent workshops
2:30 - 4:00 p.m.	Opening General Session with Doug Lipp "Even Monkeys Fall from Trees: Learn from Mistakes and Embrace Change"
4:00 - 7:00 p.m.	Expo opens with reception in both halls

Wednesday, November 12

7 a.m. - 5 p.m.	Registration desk open
7:30 a.m.	Early bird continental breakfast
9:00 - 10:00 a.m.	Concurrent workshops
10:15 -11:15 a.m.	Skyline Partners in Progress meeting
10:15 -11:15 a.m.	Concurrent workshops
11:00 a.m. - 3:00 p.m.	Expo open (lunch served 12:30 - 1:15)
2:00 - 3:00 p.m.	Concurrent workshops
3:15 - 4:15 p.m.	Concurrent workshops
4:15 - 5:30 p.m.	Young Executives reception
5:30 - 7:30 p.m.	RV Business Top 50 Awards reception

Thursday, November 13

7:00 a.m. - 5:00 p.m.	Registration desk open
7:30 a.m.	Early bird continental breakfast
9:00 - 10:00 a.m.	Concurrent workshops
10 a.m. - 1:00 p.m.	Expo open (lunch served 12:30 - 1:15)
10:15 -11:15 a.m.	Concurrent workshops
1:00 - 2:00 p.m.	RVDA of America Annual Meeting
1:00 - 2:00 p.m.	RVDA of Canada Annual Meeting
2:15 - 3:15 p.m.	Concurrent workshops
3:30 - 4:30 p.m.	Concurrent workshops

Friday, November 14

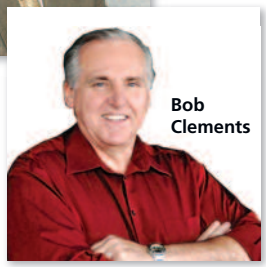
7:30 a.m.	Early bird continental breakfast
8:00 - 9:00 a.m.	Compliance workshop: "Compliance: The Current Legal Landscape and how it Applies to You"
9:15 - 10:15 a.m.	Compliance workshop

** Subject to change*

To register for the 2014 convention, reserve hotel rooms, check workshop subjects and times, exhibit, and more, visit our new website – www.rvda.org/convention. New updates are posted continuously, so check often!

Of course, Lipp won't be the only new face at the 2014 convention/expo. Among the many first-time workshop presenters are **Don Tipton and Bob Clements**. Tipton is a fixed-ops consultant whose expertise spans every aspect of the business, from undercoating vehicles to managing multi location companies. His business, DTC Retail Consulting, assesses service and parts departments and body shops, identifying both problems and untapped profit sources. He'll present "What Service Measurables Really Mean" and "Signature RV Service."

Don Tipton


Bob Clements

According to Clements, approximately 15 percent of all salespeople make 70 percent of the sales. In his book, "The Eight Great Sales Secrets in the World," he discusses the skills those top sellers have mastered and the secrets to their success. His company, Bob Clements International Inc., offers onsite dealership development programs aimed at improving the efficiency of service and parts departments. Clements will also present "Creating a High Performance Parts Department" and "Turn Your Service Department into a Cash Machine" on Thursday, November 13.

There will also be tracks for dealers, GMs, and managers in sales, service, parts, and rental operations.

Young RV Execs

Recognizing that training and education are important for all dealership staff members, RVDA has expanded the education program to include sessions for young executives and a new track that focuses on digital marketing and social media. Check RVDA's convention website, **www.rvda.org/convention**, frequently for regular updates on workshop titles. You can also register online, view the exhibitor list, download the convention app, and much more. ■

Partners in Progress Brand Committee Meetings

Brand committee meetings are confidential – only dealers who sell new rolling stock from a manufacturer can attend that manufacturer's session. Ratings from the annual Dealer Satisfaction Index (DSI) survey will be reviewed during brand committee meetings. Dealers will meet first without company executives so they can formulate questions. More brand committee meetings will be added as schedules are confirmed, so check the convention page on www.rvda.org frequently.

MONDAY, NOVEMBER 10

2:45 - 3:45 p.m.	KZ RV

TUESDAY, NOVEMBER 11

8:15 - 9:15 a.m.	Crossroads
9:30 - 10:30 a.m.	Jayco
10:45 - 11:45 a.m.	Heartland
Noon - 1 p.m.	Winnebago

WEDNESDAY, NOVEMBER 12

10:15 -11:15 a.m.	Skyline

BALLY'S: CENTER OF THE ACTION

With this year's move to a locale on the Las Vegas Strip, convention attendees will have a whole new universe of dining, shopping, and entertainment options. Here's just some of what's in store for you at Bally's.

- More than 9 casual-to-sophisticated **restaurants**, bars, and eateries offering American, Asian, and Southwestern cuisine
- **Bally's Spa** – 13,000 square feet of "Ahhhh" with massages, facials, body scrubs and wraps, wet and dry saunas, hot tubs, and a state-of-the-art fitness center
- **Bally's Salon** – color, cut, styling, nails, tanning, and more
- **Blu Pool** – a giant palm tree-surrounded heated outdoor pool with cabanas, DJ, frozen cocktails, and a deep end
- Comedy, musical, and dinner **shows** in two theaters
- A **shopping** promenade of stores
- 8 championship-caliber **tennis** courts – the Strip's biggest tennis complex
- **Golf** at the Cascata and Rio Secco courses

And for those staying at the nearby Paris hotel:

- 11 **restaurants**, including Gordon Ramsay Steak, Martorano's, and Eiffel Tower
- "**Jersey Boys**" hit musical, Napoleon's piano bar
- 360-degree view of the city from the observation deck of the 46-story-high **Eiffel Tower** ■

A LINQ to More Fun

Also within steps of Bally's is The LINQ, a brand new outdoor shopping/dining/entertainment district featuring the High Roller, the world's tallest observation wheel. Opened in March after two years of construction, it features 28 glass-enclosed cabins that slowly ascend 100 feet higher than the London Eye. Passengers can get unparalleled views of the Las Vegas Strip and the surrounding valley by day or night.

Vendor Training +Plus Triples in Size for the 2014 Convention/Expo

Vendor Training +Plus topics are designed to help dealership management increase profitability through increased knowledge of the latest products and services on the market.

The hour-long sessions take place Monday, Nov. 10 from 2:45 - 5 p.m. and continue on Tuesday, Nov. 11 from 8:15 a.m. - 1 p.m. Vendor Training +Plus is free for all full convention registrants, so dealers should plan to arrive early in the week to take full advantage of the extra sessions.

Registered dealers can bring additional staff to attend Vendor Training +Plus at the special low rate of $195 for Monday and Tuesday of the convention. This two-day fee includes the training sessions, admission to the opening general session, and the opening reception in the expo hall, where attendees can learn about the newest products and services available to dealers.

Visit the convention website at www.rvda.org/convention for updates and more information. ■

MONDAY 11/10

Schedule To Be Announced

For updates, check the 2014 RV Dealers International Convention/Expo website at www.rvda.org/convention.

TUESDAY 11/11

9:30	**B&W Trailer Hitches** *Gregg Lafferty* "American-made Products – Information, Installation and Increasing Profit, the American Way"	**Blue Ox** *Mike Thelander* "Chassis Performance: Giving Your Stock Motorhome a High Performance Makeover"	**Carefree of Colorado** *Kevin Jastrem* "Ordering Made Easy! Come Learn about CareFree's New Product Configurator"	**Titan Tire** *Randy McMann* "Hydraulic Disc Brake Conversions"	**Wheeler Advertising** *Ron Wheeler* Details to come	**IDS - Integrated Dealer Systems** *Mark Berggren and Mario Britz* "Unleash the True Potential of Your IDS CRM to Grow Business"
10:45	**AL-KO Axis Inc.** *Kary Royer* "Towing Safety System by AL-KO Axis"	**Auction123.com** *Tracy Amato* "Online Marketing Tools and Strategies to Drive Local Traffic to Your Inventory"	**Brown & Brown Recreational Insurance** *Shawn Moran & Janet Scavo* "Finding the Profit in Cash Transactions"	**Lippert Components** *Steve Paul* "Lippert Component's Aftermarket Program"	**Spader Business Management** *David Spader* "Leadership Development for Your Dealership – Part 1"	
12:00	**ALLY Financial** Details to come	**Evergreen RV** Details to come	**Spader Business Management** *David Spader* "Leadership Development for Your Dealership – Part 2"	**12:00 - 1:00 pm** **TBA**	**12:00 - 1:00 pm** **TBA**	**12:00 - 1:00 pm** **TBA**
1:00						

Exhibitors as of July 23

For information on exhibiting, please contact Julie Newhouse at jnewhouse@rvda.org

A World of Training
ADP Lightspeed
Adventure On Earth
AIRXCEL RV Group
Alde Corp
+ AL-KO Axis Inc.
+ **Ally Financial**
American Guardian Warranty Services Inc
America's RV and Marine Auction
Atwood Mobile Products, LLC
+ Auction123.com
+ B & W Trailer Hitches
Bank of the West
+ Blue Ox
Brasher's Northwest Auto Auction
+ **Brown & Brown Recreational Insurance**
+ Carefree of Colorado
Cequent Performance Products
Coast Distribution System
CornerStone United Inc.
Covideo by EasyCare
Cruiser RV, LLC
Cummins Onan Generators
Customer Service Intelligence Inc.
Dealer Spike RV
Diversified Insurance Management Inc.
Dometic Corporation
EasyCare RV
EEZ RV Products
+ EverGreen Recreational Vehicles, LLC
GE Capital, Commercial Distribution Finance
Girard Systems/Products
Holiday Rambler
Holland Bar Stool Co.
+ IDS - Integrated Dealer Systems
IHS Automotive
Infinite Creative Enterprises
KZ RV L.P.
Lance Camper Manufacturing Corporation (LCMC)
LIFESTYLE Luxury RV
+ Lippert Components
Marine One Acceptance Corp.
Marzahn & King Consulting Inc.
MBA Insurance Inc.
Medallion Bank
Merrick Bank
Mobile Sleep Components
MOR/ryde International
Mudd Advertising
NADAguides & NADAguides.com
NextGear Capital
Northpoint Commercial Finance, LLC
NTP Distribution
NWAN/National Automotive Experts
The Omnia Group
Pacific Coachworks Inc.
Parallax Power Supply - A Division of Connecticut Electric Inc.
Pettes & Hesser, Ltd.
Phoenix American Warranty Co. Inc.
PowerMax Converters
Progress MFG. Inc.
Protective
PullRite / Pulliam Enterprises
Rainmaker Software
Reese
Roadtrek Motorhomes Inc.
Robert Weed Plywood Corporation

KEY

Bold	**Partners**
+	Vendor Training +Plus
Blue	New exhibitor

RV DealerPro Training
RV Learning Center
RV PRO Magazine
RV Trader
RVDA
RVDA-RVIA RV Service Technician Certification
RVing Accessibility Group
RVM Promotions
RVmenu
Sobel University
+ Spader Business Management
Stag-Parkway
Statistical Surveys, Inc.
SYS2K / RV123
TCF Inventory Finance Inc.
Tekonsha
+ Titan Tire
U.S. Bank Recreation Finance
United States Warranty Corporation
US Equity Advantage
Warrantech Automotive Inc.
+ Wheeler Advertising Inc.
Williams and Stazzone Insurance Agency Inc.
Wolters Kluwer Financial Services
Xantrex Technology / Schneider Electric
Zamp Solar, LLC

2014 RV DEALERS INTERNATIONAL CONVENTION/EXPO

Nov. 10-14 • Bally's on the Las Vegas Strip

EDUCATION PASSPORT TO EXCELLENCE & TRAINING

NEW DATES! NEW LOCATION!

Better timing, a new venue on the Las Vegas Strip, and an exciting line-up of new education sessions are waiting for dealers at the 2014 RV Dealers International Convention/Expo. Join us at Bally's from Nov. 10-14 for:

- Insight into how great companies embrace change from keynote speaker Doug Lipp, who helped shape Disney University's world-famous customer service training
- An expanded Vendor Training +Plus program
- A new education track on digital marketing and social media
- Partners In Progress meetings for many manufacturers
- A larger expo hall with more first-time exhibitors
- Easy access to Las Vegas nightlife
- Low convention rates so more dealership employees can attend

2014 PARTNERS

GOLD

Protective Asset Protection

SILVER

AVAILABLE

PLATINUM

GE Capital

BRONZE

MBA INSURANCE net

BANK OF THE WEST
BNP PARIBAS GROUP

DIVERSIFIED INSURANCE MANAGEMENT

ally

Brown & Brown Insurance

BB RECREATIONAL INSURANCE
"It's Fun To Run With US!"

VISIT WWW.RVDA.ORG FOR MORE INFORMATION AND TO REGISTER.

Presented by:

RVDA The National RV Dealers Association Powered by Dealers

RVDA CANADA

The Mike Molino RV Learning Center Developing Top Performers

Follow the conversation on:

LinkedIn

YOU ASKED FOR IT – YOU'VE GOT IT!

NEW DATES: **Nov. 10-14** • ***NEW LOCATION:*** **Bally's on the Las Vegas Strip**

EDUCATION PASSPORT TO EXCELLENCE & TRAINING

RVDA members said they wanted a convention location on the Las Vegas Strip and later dates so they could bring more employees. Well, we heard you! The 2014 RV Dealers International Convention/Expo will be in the center of the action – Bally's on the Las Vegas Strip – and take place a full month later than previous years.

Between our new, central location and more convenient dates, this is the year to participate in the premier annual networking event for RV dealers.

And flexible registration rates combined with early bird discounts make it possible for more of your staff to share in this learning opportunity.

Education is the passport to better-managed, more productive dealerships, and this year's convention offers something for everyone. Vendor Training +Plus sessions will give you and your staff valuable face time with vendors and business partners and are included in your full registration. They're also available at a special low rate for employees who can only spend a day or two away from the dealership.

VENDOR TRAINING + *Plus*

SAVE 25%!

ADVANCED FULL REGISTRATION RATE

$659 for first dealership registrant

$599 per each additional registrant

If you've registered for the convention and want to bring employees to attend just the Vendor Training +Plus program, you can register them for that program for $195 per person. The Vendor Training +Plus badge will also give the holder access to the expo and the opening reception on Tuesday, Nov. 11.

RVDA dealer members only – expires 8/29/14

The Young RV Executives program, with events specifically focused on the needs of younger executives and new managers, returns for a second year.

Young RV Execs

Make the 2014 RV Dealers International Convention/Expo your destination for:

- A rich learning experience bringing together approximately 60 educational sessions on subjects driving your dealership today
- A new education track dedicated to social media and Internet-based marketing
- Business opportunities in the expo, where dealers can meet more than 100 manufacturers, vendors, and suppliers
- Mike Molino RV Learning Center's shorter, streamlined workshops for dealers/GMs, service writers/advisors, marketing and sales staff, parts and service managers, and rental operators
- Partners in Progress dealer/manufacturer meetings, now spread out from Monday through Thursday so dealers can attend more workshops
- Social events and networking opportunities

FOR MORE INFO VISIT WWW.RVDA.ORG/CONVENTION AND REGISTER TODAY!

Presented by:

RVDA The National RV Dealers Association *Powered by Dealers*

RVDA CANADA

The Mike Molino RV Learning Center *Developing Top Performers*

Follow the conversation on:

LinkedIn

DEALER REGISTRATION FORM

Nov. 10-14, 2014
Bally's on the Las Vegas Strip

1. Registration Information. Please copy this form if adding registrants.

Company Name _____

Phone _____ Fax _____

Address _____

City _____ State/Prov _____ Zip/PC _____

Email _____

2. Registration Fees:

First registrant locks in today's lowest rate for all future dealership personnel!	Advanced *by 8/29*	Late	Amount
First Registrant – includes **Vendor Training +Plus**, a $195 value!	**$659**	**$879**	**$**
Registrant Name _____ Email _____ Badge First Name _____ *Please check here if you require special accommodations.* ☐			
Second Registrant – includes **Vendor Training +Plus**, a $195 value!	**$599**	**$879**	**$**
Registrant Name _____ Email _____ Badge First Name _____ *Please check here if you require special accommodations.* ☐			
Third Registrant – includes **Vendor Training +Plus**, a $195 value!	**$599**	**$879**	**$**
Registrant Name _____ Email _____ Badge First Name _____ *Please check here if you require special accommodations.* ☐			
Fourth Registrant – includes **Vendor Training +Plus**, a $195 value!	**$599**	**$879**	**$**
Registrant Name _____ Email _____ Badge First Name _____ *Please check here if you require special accommodations.* ☐			
I would like to add a contribution to the Mike Molino RV Learning Center to promote education for our industry.*			**$**

VENDOR TRAINING + Plus ONLY Dealership **must have one full convention registrant** to bring additional employees JUST for Vendor Training +Plus. The cost is **$195** per person and includes Vendor Training +Plus training on Monday, Nov. 10 and Tuesday, Nov. 11, and Tuesday's reception in the Expo. Photocopy this form to add more registrants for Vendor Training +Plus.

Name _____ Badge First Name _____ Email _____ **$**

Name _____ Badge First Name _____ Email _____ **$**

3. Payment Information:

TOTAL **$**

☐ **Full Amount** or ☐ **Easy Pay** (credit card only: 3 equal installments will be charged to your credit card, first on date received, then at 30 and 60 days). If neither box is checked you will be charged the full amount in one payment.

☐ Check enclosed

Charge my: ☐ VISA ☐ MasterCard ☐ Amex ☐ Discover

Name on Card _____ Card # _____ Expires _____ Security Code _____

Billing Address _____ City _____ State/Prov _____ Zip/PC _____

MAIL OR FAX A COPY OF THIS FORM TO: RVDA of America, 3930 University Drive, Fairfax, VA 22030-2515 • (703) 591-7130 • Fax: (703) 359-0152 • www.rvda.org
RVDA of Canada, 204-6411 Buswell St, Richmond, BC V6Y 2G5 • (604) 718-6325 • Fax: (604) 204-0154 • www.rvda.ca

CANCELLATION / REFUND POLICY: All cancellations must be in writing and received by August 31, 2014, to qualify for a refund. A $30 administrative fee will be deducted from each refund request received by July 31, 2014. A $100 administrative fee will be deducted from each refund request received between August 1, 2014 and August 31, 2014. No refunds will be made after August 31, 2014. *The Mike Molino RV Learning Center is a tax-exempt organization as described in section 501(c)(3) of the Internal Revenue Code. Contributions may be tax deductible as charitable donations.

Larson's Pistol Grip Flashlight is Great for Camping

The RL-85-10W1 is a rechargeable LED pistol grip spotlight that's designed to give users a powerful, durable and easy to use source of reliable light. This spotlight produces 800 lumens of light with a light beam approximately 800' long by 175' wide.

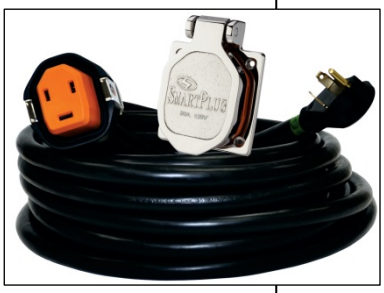
This pistol grip spotlight runs for five hours on a single charge. It contains a single 10 watt LED rated at 120,000 hours of operational life. Power is provided by an integral battery pack. The unit charges in 2.5 hours.

The entire unit weighs only 14 ounces, making it a great option for scavenging the woods in the dark. The unit includes a wall plug for charging; a car charger is also available.

Weatherproof SmartPlug Replaces Twist-Type Designs

The SmartPlug is a revolutionary power system created to replace the outdated and problematic twist-type design.

SmartPlug products provide superior protection against loose connections, overheating and corrosion—the leading causes of power failure and fires. Smartplug is weatherproof, locks into place, and pushes straight in without twisting. Visit www.smartplug.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.

Gulf Stream: Entry Steps Support Rivet

Gulf Stream Coach Inc. is recalling certain model year 2014 Canyon Trail, Sedona, Kingsport, and Trail Master fifth wheel and travel trailers. In the affected vehicles, the rivets attaching the supports for the entry steps may fail, causing the steps to give when being used. If the steps move during use, the user may slip or fall, increasing the risk of injury.

Gulf Stream will notify owners, and dealers will replace the support attaching rivets with bolts. Owners may contact Gulf Stream customer service at 1-800-289-8787 or NHTSA's safety hotline.

Winnebago: Leak Could Corrode Circuits, Disable Air Bags

Winnebago Industries Inc. is recalling certain model year 2014-2015 Winnebago Travato, Trend, and Itasca Viva motorhomes manufactured November 13, 2013 through June 9, 2014, built on Ram ProMaster chassis. The affected vehicles may experience circuit corrosion from water intrusion around the in-floor battery cover and door footwell trim.

This water intrusion may disable the air bags, stop lamps, turn signals, backup lights, and/or door locks, increasing the risk of a crash as well as injury to the occupants if the air bags don't deploy.

Chrysler will notify owners, and dealers will inspect all the connectors in the footwell areas, the ignition fuse and the occupant restraint control (ORC) module for corrosion; if corrosion is found, dealers will repair the connectors in the footwell area and the ignition fuse, and replace the ORC module.

Chrysler will also install a water barrier sealer on the floor, add di-electric grease to all footwell connectors and replace the body plug. The in-floor battery ignition fuse will be relocated, and di-electric grease added to the ORC module connector. Owners may contact Chrysler customer service at 1-800-853-1403 or Winnebago customer service at 1-800-537-1885.

Tiffin: Moisture in Clearance Lights

Tiffin Motorhomes Inc. is recalling certain model year 2009-2011 Allegro, 2010-2011 Bus and Breeze, and 2008-2011 Phaeton and Zephyr recreational vehicles equipped with LED clearance lights made by Command Electronics Inc. In the affected vehicles, moisture may enter the light and cause a short between two connections on

the circuit board. A short increases the risk of a fire.

Tiffin will notify owners, and dealers will install a one-amp inline fuse into the front and rear circuits that will blow if there is a short in any of the clearance lights. Owners may contact Tiffin customer service at 1-256-356-8661.

Starcraft: Brittle Frame Spring Hangers

Starcraft RV Inc. is recalling certain model year 2014 Autumn Ridge, AR-ONE, and Travel Star Exp trailers manufactured February 13, 2014, through February 24, 2014. The affected trailers may have frame spring hangers that are brittle and susceptible to fracturing. A spring hanger that fractures may result in a loss of control of the trailer, increasing the risk of a crash.

Starcraft will notify owners, and dealers will inspect and replace the frame spring hangers as necessary. Owners may contact Starcraft customer service at 1-800-945-4787.

The Mike Molino RV Learning Center proudly recognizes these

CONTRIBUTORS

*Active donors are those who have contributed to the RV Learning Center since 07/01/13.

The Mike Molino RV Learning Center 2014 Annual Campaign

MAJOR GIFTS active donors* with cumulative donation or pledge of $25,000 or more

Received From	Contributed 07/01/13 - 08/12/14*	Total Lifetime Pledge	Last Contribution	Received From	Contributed 07/01/13 - 08/12/14*	Total Lifetime Pledge	Last Contribution
Newmar Corporation	$25,000	$260,000	10/31/13	Fogdall Family Fund	$4,000	$43,100	03/05/14
RVDA of Canada	$25,000	$175,000	12/18/13	McClain's RV Superstore	$6,000	$42,000	06/30/14
Protective	$28,604	$161,162	11/22/13	Pan Pacific RV Centers, Inc.	$1,000	$41,500	10/15/13
Tom Stinnett Derby City RV	$500	$102,000	12/05/13	RVAC	$7,000	$38,000	12/20/13
PleasureLand RV Center, Inc.	$2,000	$86,350	11/15/13	Bill Thomas Camper Sales, Inc.	$5,000	$31,000	03/12/14
Horsey Family Memorial Fund	$2,000	$70,000	06/26/14	Paul Evert's RV Country, Inc.	$1,000	$30,000	06/24/14
Bill & Kristen Fenech	$5,000	$57,500	07/09/13	Tiffin Motor Homes, Inc.	$2,500	$28,500	03/24/14
Campers Inn of Kingston	$10,000	$56,000	10/08/13	Reines RV Center, Inc.	$2,500	$27,025	12/1813
Ron & Lisa Fenech	$5,000	$55,000	08/27/13	Holiday World of Houston	$500	$25,500	06/17/14
Byerly RV Center	$6,000	$52,000	01/10/14	Bill Plemmons RV World	$2,500	$25,000	06/17/14

CHAMPIONS active donors* with a cumulative donation or pledge between $2,500 and $24,999

Diversified Insurance Mgmt. Inc.	$4,400	$21,000	02/24/14	Burlington RV Superstore	$250	$5,750	06/17/14
Earl Stoltzfus	$10,000	$20,000	08/30/13	Camperland of Oklahoma, LLC	$1,000	$5,350	06/26/14
Dixie RV Superstore	$5,000	$20,000	03/21/14	Webster City RV, Inc.	$10	$5,100	05/05/14
Wilkins R.V., Inc.	$3,000	$19,600	06/26/14	Madison RV Supercenter	$500	$5,000	08/08/13
Alpin Haus	$1,500	$18,500	06/24/14	Topper's Camping Center.	$500	$4,000	06/16/14
Hartville RV Center, Inc.	$1,250	$15,750	06/10/14	Best Value RV Sales and Service	$1,000	$3,750	05/12/14
Mike and Barb Molino	$275	$11,586	01/24/14	Myers RV Center, Inc.	$250	$3,500	06/25/14
Affinity RV Service Sales & Rentals	$2,000	$11,000	06/24/14	RCD Sales Company, Ltd.	$750	$3,250	08/11/14
United States Warranty Corp.	$1,000	$10,250	04/30/14	A World of Training	$3,000	$3,000	11/20/13
Rich & Sons Camper Sales	$2,000	$10,000	11/14/13	J. D. Sanders, Inc.	$500	$3,000	08/05/13
Folsom Lake RV Center	$2,700	$9,700	12/16/13	Alliance Coach, Inc.	$500	$2,500	04/11/14
Motley RV Repair	$1,000	$9,075	09/13/13	Crestview RV Center	$500	$2,500	12/18/13
Curtis Trailers	$250	$8,250	06/30/14	Onsite Temp Housing	$500	$2,500	05/08/14
Circle K RV's, Inc.	$250	$6,500	06/30/14	Phil Ingrassia	$1,500	$2,500	03/26/14
Hayes RV Center	$750	$6,150	06/13/14				

LEADERS active donors* with a cumulative donation or pledge between $1,000 and $2,499

The Trail Center	$250	$2,350	11/06/13	Candys Campers	$250	$1,300	08/12/14
Skyline RV & Home Sales, Inc.	$500	$2,000	07/14/14	Out of Doors Mart, Inc.	$500	$1,250	09/18/13
Noble RV, Inc.	$250	$1,655	03/21/14	Bill Mirrielees	$250	$1,000	04/30/14
Dinosaur Electronics	$400	$1,650	06/18/14	Tom Manning & Associates	$1,000	$1,000	07/11/14
Lindsey Reines	$1,000	$1,500	12/20/13				

BENEFACTORS active donors* with a cumulative donation or pledge between $500 and $999

Schaap's RV Traveland	$500	$850	11/14/13	Holiday Hour, Inc.	$100	$500	03/24/14
Beckley's Camping Center	$250	$750	06/17/14	Niel's Motor Homes	$250	$500	06/11/14
Camp-Site RV	$250	$750	01/13/14	Ocean Grove Supercenter	$500	$500	06/04/14

SUPPORTERS active donors* with a cumulative donation or pledge between $100 and $499

Bell Camper Sales	$200	$450	08/26/13	Mike Thompson's RV Super Stores	$100	$100	08/12/13
Modern Trailer Sales, Inc.	$250	$250	06/04/14	Northwest RV Sales	$100	$100	08/04/14
South Haven RV Center	$250	$250	05/12/14	John Peak	$100	$100	10/03/13
Tennessee RV Sales & Service	$250	$250	02/21/14	Setzer's World of Camping, Inc.	$100	$100	02/21/14
Happy Camping RV	$100	$200	11/07/13				

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.

Form Created Feb. 2014

The Mike Molino RV Learning Center
Developing Top Performers

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

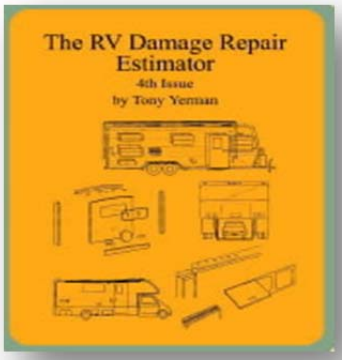
Card No.: _____ **Expiration Date:** _____

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 ❍ Send Invoice (RVDA members only)	$199 ❍ Check Enclosed	Non-Member $239.95	Qty.	Total $
Name on Credit Card:	❍ Check Enclosed	❍Visa ❍MasterCard ❍Discover ❍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

6/14

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:**_____

The Mike Molino RV Learning Center
Developing Top Performers

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.

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 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.
- **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: _____

For more information, call (386) 754-4285 or go to https://www.fgc.edu/academics/occupational-programs/rv-institute/ 8/2014

We offer more than products. We offer solutions.

RVDA

SINCEI99l'

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.

Learn more at protectiveassetprotection.com/brand

Protect Tomorrow. Embrace Today.™

XtraRide Service Agreements | Post-Sale Programs
Dealer Experience Refund & Reinsurance Programs | Rental Programs
F&I Training | On-Line Rating, Reporting & Agreements
888 274 5104

Protective
Asset Protection

The XtraRide Service Apeement Programbacked by Lyn-don Property In:svrance Company, a Protcompany.in all statt>s except New York In New Yothi5 productls) a(. by Old R >pubbc Insurance Companv. · An RVOA endorsed procft•«
01 tot!r'VtefS (J(th.Jt h.!!. bct!n 1:!1.lei1Stvcly C\·i.1i1JJltd by ihe kVDA 10 J UfqUJi:ij', <.kopt.mdJbiJl!y ,ltld twetJII Vituc RVDA tmd thfNDA Wucat.Jotl fow1dJ-llon 11;:(1\lt' cOtnpcnsatlotl hom 4 PIOf<Xl!'ro (OOll)c}ny fur busu1<3.!.geueroJit.1f by HV di!Jit>r!.