

RV EXECUTIVE TODAY

JUNE 2017

Special Midyear Market Update



**Annual
Benchmarking
Survey:**

**Holding
Steady**

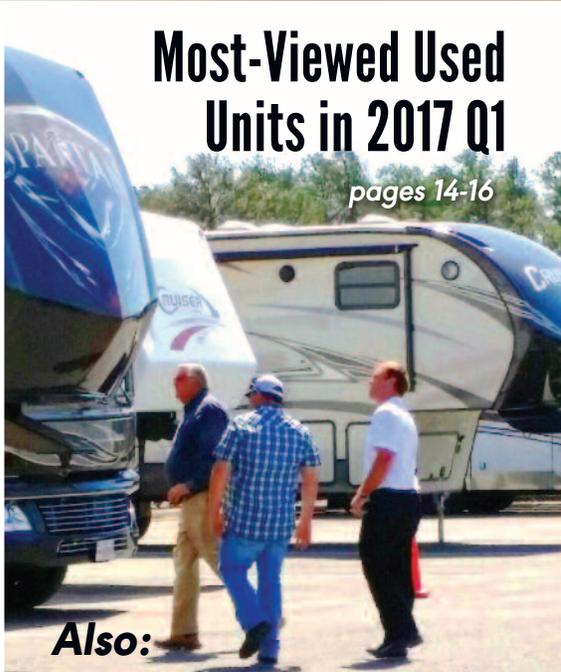
page 8



**Dealers Expect Solid
Growth in 2017** page 18



**RV Rental Market
Data: Expanding
Profits & Fleets** page 12



**Most-Viewed Used
Units in 2017 Q1**

pages 14-16

Also:

- Q&A with NADAGuides' Lenny Sims page 14
- Independent Agent Tim Umstead on XtraRide page 20

Diversified Insurance Management

Putting All The Right Pieces Together

Commercial Insurance

- *Complete Dealer Package*
- *Dealers Open Lot*
- *Garage Liability*
- *Umbrella*

F & I / Sales Training

- *Menu Selling*
- *Compliance*
- *Advanced Skills*
- *Mentoring*
- *Phone-Ups*
- *Sales Coaching*

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- *Service Contracts*
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- *Tire & Wheel*
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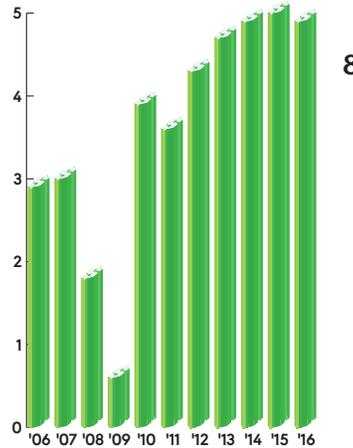
RV EXECUTIVE TODAY

C O N T E N T S

June 2017

8 Many RV Dealership Benchmarks Steady in 2016

RV Executive Today's annual benchmarking section provides data on dealership performance, profitability.



12 Increase in Revenue from RV Rentals Fuels Fleet Expansion This Spring

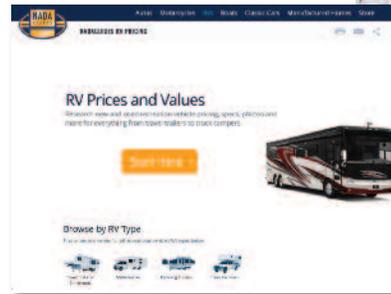
The majority of dealers with rental operations report double-digit revenue increases, satisfaction with profit margins, and larger fleets.



14 What's it Worth to You?

NADAguides' Lenny Sims discusses what variables go into his valuations for used RVs.

14



18 Dealers Expect Solid Sales Growth in 2017

Dealers' confidence remains at an all-time high as their sales increase eight to 10 percent, according to the latest quarterly market survey by Robert W. Baird & Co.

18



20 Independent Agent Says XtraRide Service Agreement is "Superior" in Handling Claims

Tim Umstead, co-owner of TruMark Dealer Services, gives Protective's product high marks for providing the most comprehensive coverage and handling claims in a way that makes customers, dealers, and agents happy.

20



IN EVERY ISSUE:

- 4 Looking ahead
- 5 Chairman's report
- 6 Officers, directors, and delegates
- 7 QuickTakes
- 29 RVDA endorsed products
- 30 Mike Molino RV Learning Center contributors
- 31 RV industry's training calendar
- 31 Advertisers index



Protection for Dealer-Assisted Financing Moving Again in Congress

By Phil Ingrassia, CAE, president

Last month, the House Financial Services Committee passed the Financial CHOICE Act (H.R. 10), a comprehensive financial reform bill that has implications for RV dealers and consumers looking to finance their RV.

The legislation would rescind the Consumer Financial Protection Bureau's (CFPB) guidance on indirect vehicle financing, which attempts to eliminate or severely limit dealer reserve.

H.R. 10 also requires the CFPB to file public notice and solicit public comments before issuing final guidance and to conduct a study on the costs and impacts of any proposed new guidance.

The legislation also brings the bureau under the normal congressional appropriations process for the first time, which is another reform that RVDA, NADA, and other allies support.

Some of these provisions are virtually identical to H.R. 1737, a bi-partisan and RVDA-backed bill from 2016 that stalled in the midst of election year politics.

The new bill now heads to the full House of Representatives, but it faces an uncertain future in the Senate, where it will need 60 votes to pass. Several Senate Democrats will need to support the bill.

"Through this four-year battle to protect dealer-assisted financing, RVDA has had a simple, consistent message. The current system of retail vehicle financing provides consumers with loan options they may not be able to find on their own and is an efficient process that spurs economic and job growth."

Through this now four-year battle to protect dealer-assisted financing, RVDA has had a simple, consistent, message. The current system of retail vehicle financing provides consumers with loan options they may not be able to find on their own and is an efficient process that spurs economic and job growth.

As we move into the summer, we may need dealers in certain key states to contact their U.S. senators to tell this story and educate them on the benefits of giving consumers the option to finance vehicles at the dealership.

RVDA will keep members informed about this important piece of legislation as it moves through Congress.

P.S. This issue of *RV Executive Today* is a "keeper" that contains loads of market information, including annual benchmarking statistics. We hope you enjoy this special issue. Thanks for your support!

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Two New RVDA Member Benefits for Dealership Employees

By Darrel Friesen, chairman



One of the great things about being an RVDA member is having access to a line of RVDA-endorsed products and services that can help you and your employees save money.

As your chairman, even I sometimes forget all the programs that are available! For a complete list, see page 29 of this magazine or visit www.rvda.org. For this issue, I thought I would highlight a couple of new programs that the board recently approved.

The first is a timely program to consider, especially with all the uncertainty surrounding health care. **The RV Dealers Health Collective Purchasing Arrangement**, available through Brown & Brown Insurance, offers members a new way to provide employee health benefits while saving money.

Through a combination of leveraging dealers' buying power and strategies to carve out excess costs, RVDA members have an opportunity to lower their health care premiums. Dealers have the option of maintaining their current health benefits or customizing their offerings to employees.

What's really important is that this program includes support to help dealers navigate the various health care options available. A dedicated Brown & Brown service representative can assist you with the coverages available in your state. I encourage you to check out this innovative new way to provide health coverage for your employees.

The other program I want to discuss is aimed at providing some extra benefits that can help you recruit and retain employees.

"One of the great things about being an RVDA member is having access to RVDA-endorsed products that can save you and your employees money."

Through a special partnership with RVDA, **TicketsatWork** provides unlimited access to exclusive discounts and special offers on top travel and entertainment products, including theme parks, shows, sporting events, concerts, movie tickets, tours and attractions, hotels, rental cars, retail gift cards, and more. You can sign up for this program for free.

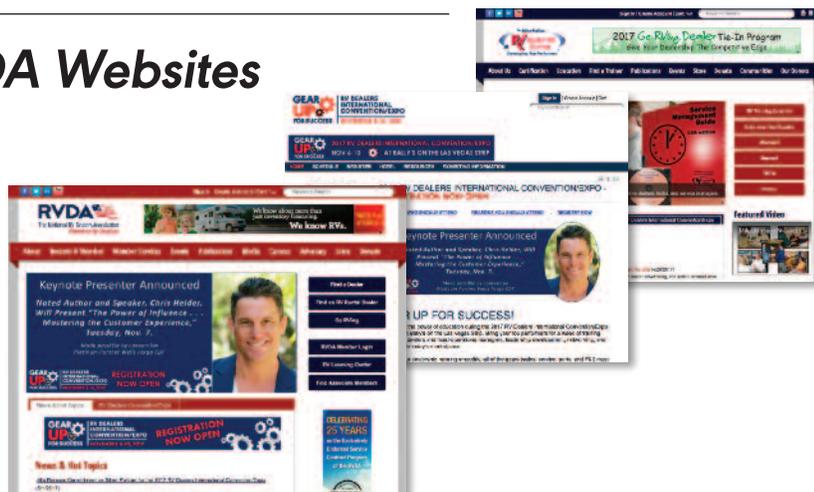
And it really does work! The savings can be dramatic – one RVDA user who bought passes through TicketsatWork saved nearly \$100 on theme park entrance fees for a family of four. So as vacation season heats up, make sure your employees sign up.

Again, you can get more information on these programs on page 29, visit www.rvda.org, or give the staff a call at RVDA headquarters.

I hope you have a great summer!

Take Advantage of Your RVDA Websites

The RVDA, Mike Molino RV Learning Center and convention websites are the dealership employee's complete online resources. These innovative, interactive websites provide easy access to the critical resources that assist dealers and their employees in running the dealership effectively. Download fact sheets on dealership best practices or the latest retail statistics, search training opportunities, and purchase CD-ROMs, publications, videos, or webcasts. RVDA member dealerships and any of their employees can have 24/7 access to most of RVDA's dealer specific information. Make www.rvlearningcenter.com, www.rvda.org and www.rvda.org/convention your first source for all dealership information.



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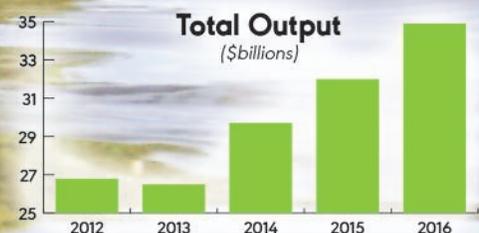
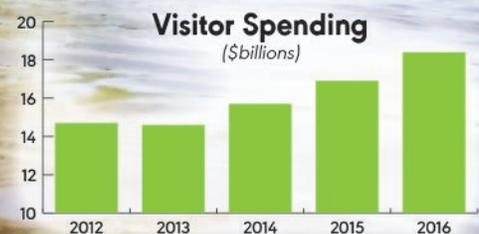
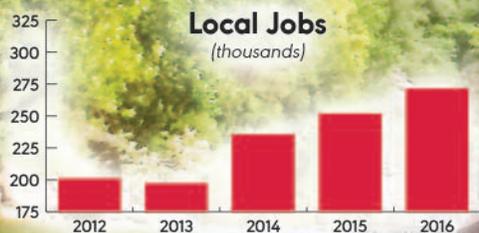
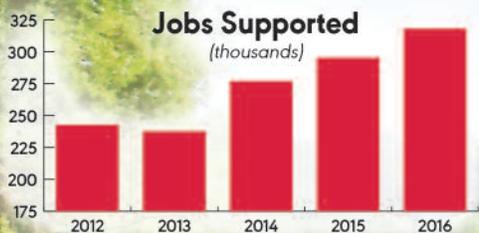
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QUICKTAKES

Info For The Big Picture

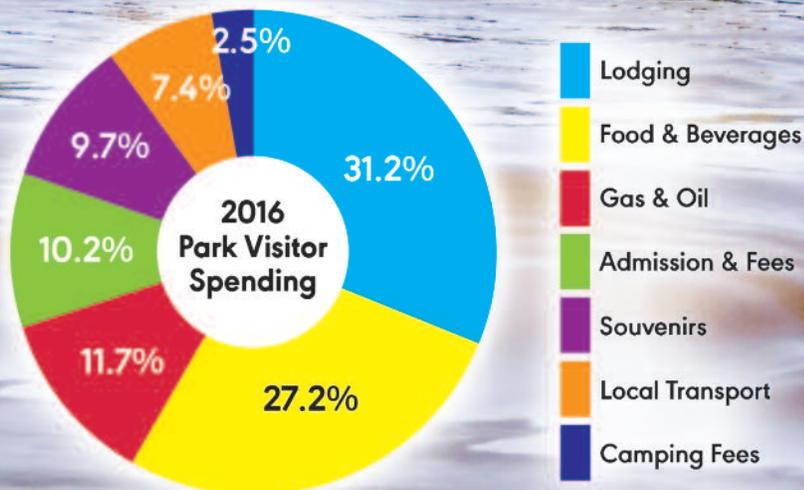
Here's what visitors to the national parks have contributed to the U.S. economy:



An Invisible Economy?

This country's world renowned national parks not only help us to reconnect with nature and enjoy the outdoors, but they also power a sub economy that has only recently begun to be recognized. The parks "serve as economic engines for local communities," says U.S. Secretary of the Interior Ryan Zinke, drawing millions of visitors who fill hotels and restaurants, hire guides, and buy equipment.

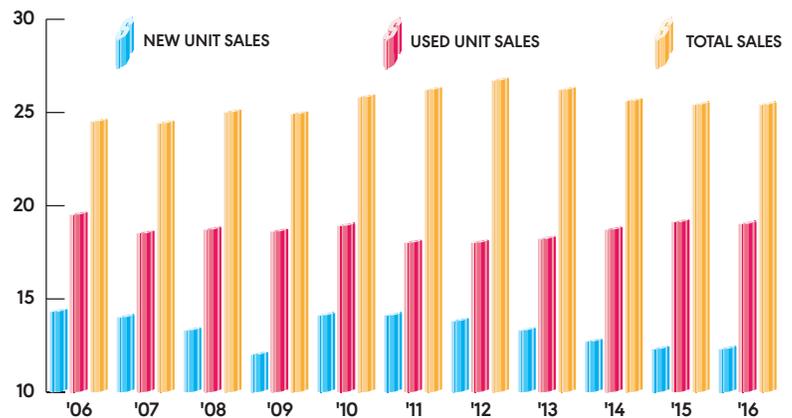
Visitation to the country's 417 National Park Service sites grew by 7.7% from 2015 to 2016.



Many RV Dealer Benchmarks Remain Steady in 2016

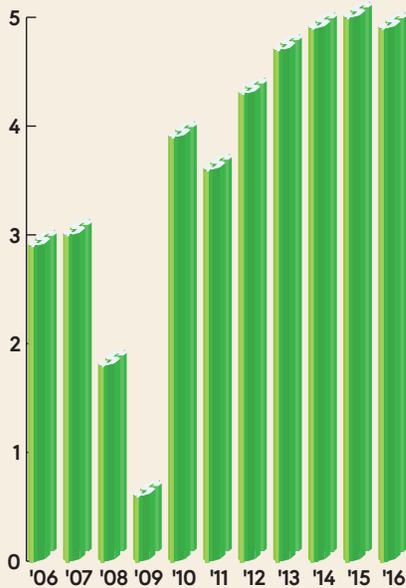
Source: Spader Business Management
Analysis: Jeff Kurowski

Is your dealership as profitable as it should be? For some insight, compare your margins and expense ratios with other dealerships around the country. This annual benchmarking section of *RV Executive Today* provides a point of reference on some important areas of dealership operations. The data is based on dealer-reported information and is an average, not a scientific study of all dealerships.



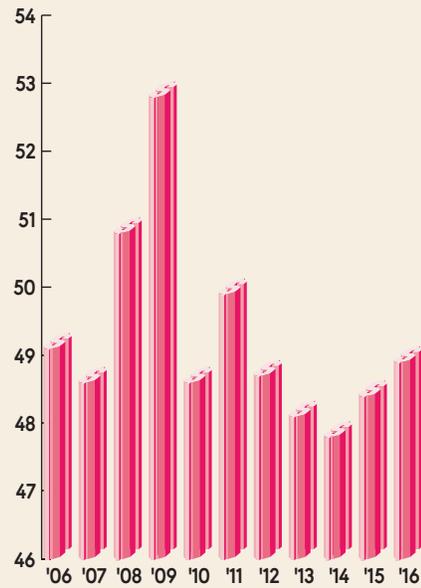
Gross Margins on New Unit Sales

RV dealer gross margins as a percentage of new unit sales were unchanged at 12.3 percent in 2015 and 2016. Gross margins on used unit sales slipped a little lower, to 19 percent in 2016 compared to 19.1 percent in 2015. When gross margins from new and used RV sales are combined with gross margins from other dealership revenue sources, the result is a gross margin of 25.4 percent from all departments during the past two years.



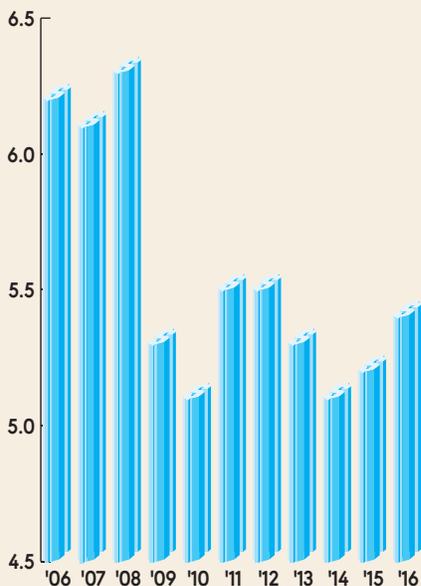
Net Profit as % of Sales

Net profit as a percentage of sales for the average RV dealership was basically steady, moving to 4.9 percent from 5.0 in 2015. It was another historically good year for dealer profitability, which plunged to 0.6 percent during the Great Recession in 2009. Looking back over the past 10 years, the past three years were among the best.



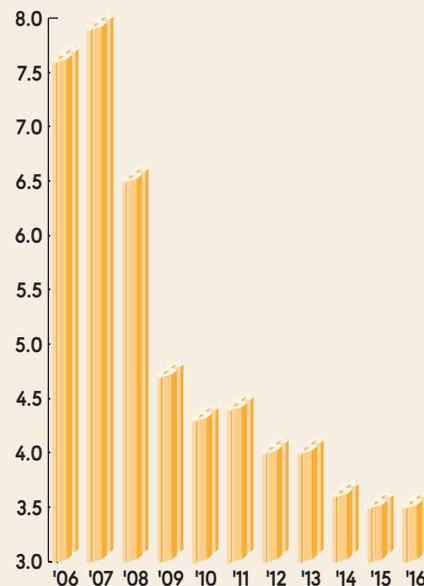
Personnel Expenses as % of Gross Margin

Personnel expenses (salaries, benefits, and other employee-related costs) as a percentage of gross margin ticked up 0.5 percent in 2016 to 48.9 percent as dealers hired more people or kept seasonal employees around longer to handle more customers.



Advertising Expenses as % of Gross Margin

Dealers had to compete a little harder for customers in 2016 than during the previous few years, as indicated by a 0.2 percent increase in advertising spending to 5.4 percent of gross margin in 2016, compared with 5.2 percent in 2015 and 5.1 percent in 2014.

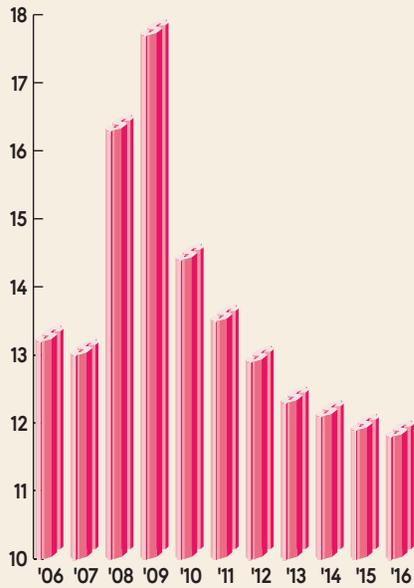


Floor Plan Interest Expense as % of Gross Margin

The Federal Reserve raised interest rates once late in 2015 and again in late 2016 – but because rates stayed low by historic standards, dealers' floor plan interest expense as a percentage of gross margin remained low at 3.5 percent in 2016 and in 2015. That same figure was 4 percent or above from 2009 through 2013, after peaking at 7.9 percent in 2007.

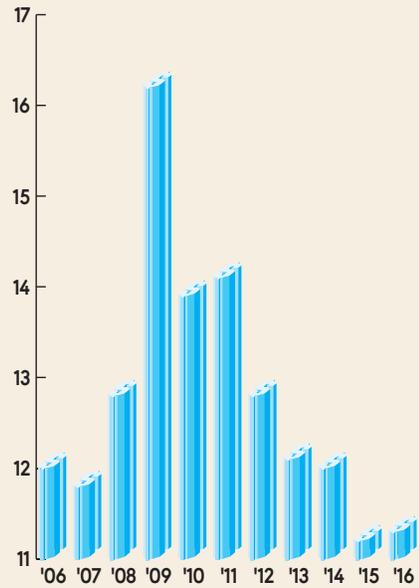
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Fixed Expenses as % of Gross Margin

Fixed expenses (mortgages, leases, property taxes, etc.) as a percentage of gross margin slipped down to 11.8 percent in 2016, the lowest it's been in more than 10 years.



Other Variable Expenses as % of Gross Margin

Other variable expenses, such as electricity, water, and utility costs that rise and fall depending on the amount of business occurring, edged up a bit to 11.3 percent of gross margin in 2016, compared to 11.2 percent in 2015.



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Increase in Revenue from RV Rentals

By Jeff Kurowski

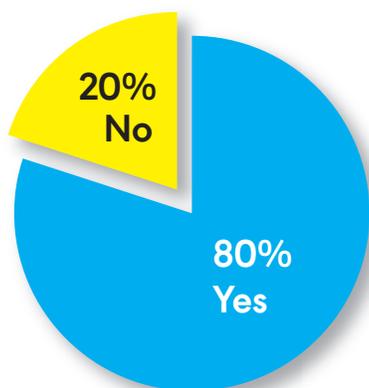
The North American **RV rental fleet** continues to grow, as do rental dealers' profits. This year's fleet has about 12 percent more units than it did in 2016, with almost two-thirds of rental operators expanding their fleets, according to a survey conducted this spring by the Recreation Vehicle Rental Association (RVRA).

Renting RVs continues to be highly profitable, with the vast majority of survey respondents saying their **revenue increased** by more than five percent in 2016. In fact, 24 percent say their revenue grew by 50 percent or more, and 17 percent say revenue increased 20 to 49 percent.

Another 22 percent say revenue increased 10 to 19 percent, and 15 percent say it increased six to nine percent.

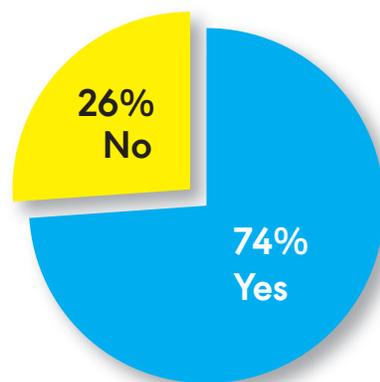
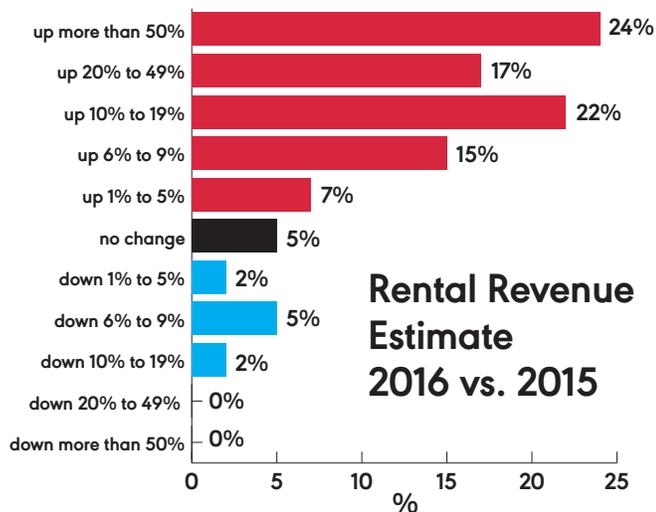
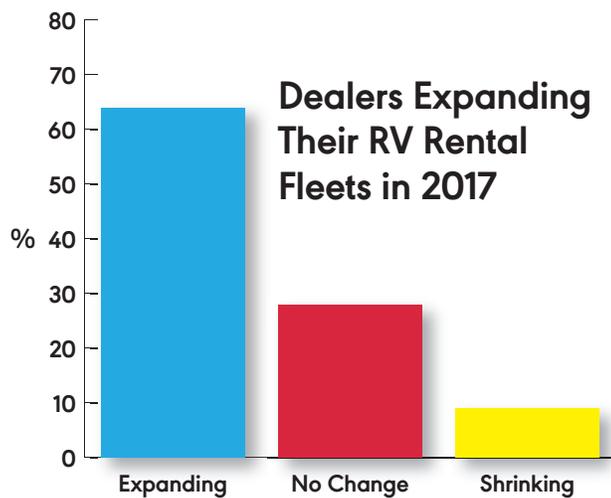
Only seven percent of respondents say their revenue declined, and five percent say their revenue was unchanged between 2015 and 2016.

Of course, dealers need an acceptable level of profitability and not just increasing revenues in order to stay in the RV rental business. The overwhelming majority of respondents - 80 percent - say their **profit margins** were adequate, while 20 percent say they were inadequate.



Are RV Rental Profit Margins Adequate?

Almost three-quarters of dealers who took the survey say they're willing to **deliver a rented trailer to the campground** or other location where the customer intends to use it. Among dealers who rent towables, 68 percent say more customers are asking to have a rented trailer delivered to the place where they will use it.



Do You Deliver Rented Towables to Where Customers Will Use Them?

Fuels Fleet Expansion this Spring

Of those seeing an increase in such requests, 50 percent say the increase was between 10 and 20 percent of their customers, 23 percent say the increase was between 6 and 9 percent, and 18 percent say it was more than 20 percent.

Only 15 percent of the dealers responding to the survey say they include toy haulers in their rental fleets.

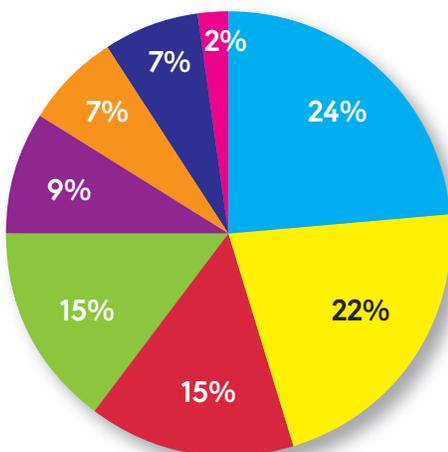
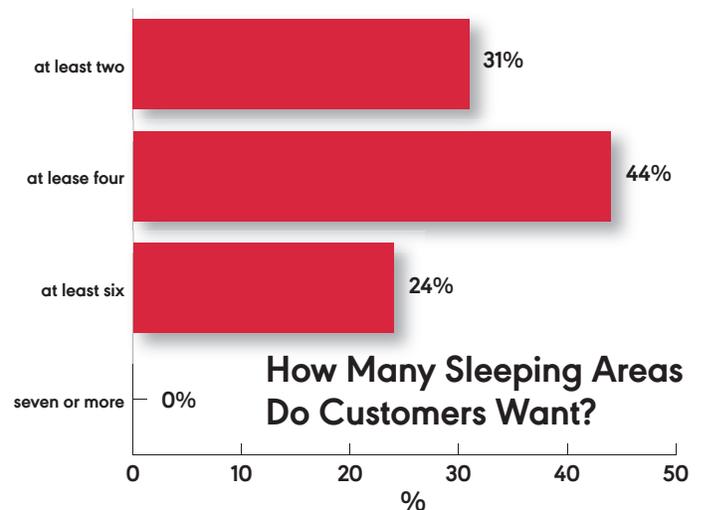
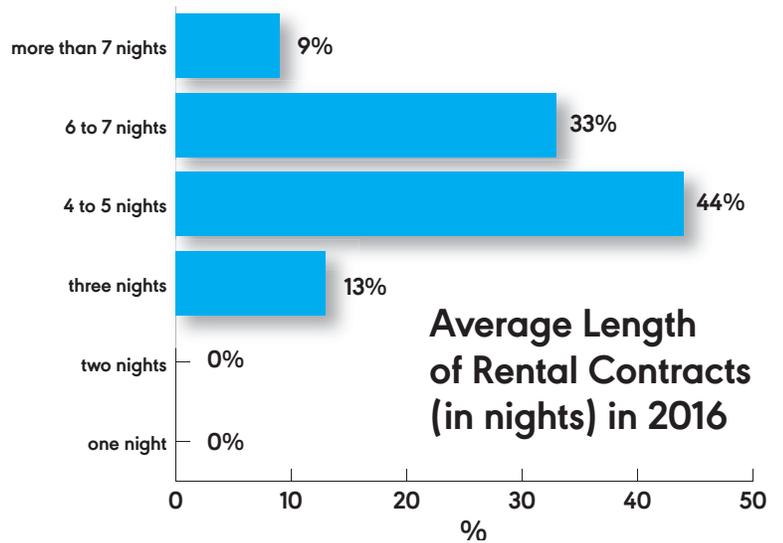
The average **length of a rental contract** last year was for four to five nights, according to 44 percent of respondents. Another 33 percent say six to seven nights was their average contract length. Thirteen percent say three nights was their average length, and nine percent say it was seven or more nights.

Larger RVs - as measured by the number of sleeping areas - are the most popular rental units, according to survey respondents. Forty-four percent say units with at least four **sleeping areas** are the most popular, while 24 percent say at least six sleeping areas is the most popular floor plan. Another 31 percent say at least two sleeping areas is the most popular.

Although the survey results are overwhelmingly upbeat, the dealer respondents acknowledge that the rental sector presents **challenges**. The biggest challenge is that the rental season is too short. Acquiring fleet units is also an issue.

Staff training is the biggest challenge for some dealers, and remaining profitable is the biggest issue for others.

RVRA is a unit of RVDA. The survey was conducted through the RV Retailer Intelligence program, a service of the RV Assistance Corp. (RVAC), a wholly-owned subsidiary of RVDA. ■



Biggest Challenges Facing RV Rentals



What's it Worth to You?

The art and science of valuing used RVs

Edited by RVDA Staff

With new-unit sales humming and trades flowing into dealerships, it's a good time to revisit the subject of how experts rate and price used RVs. *RV Executive Today* asked Lenny Sims, NADAguides' chief business development officer, to shed some light on the subject.

Q: You've talked before about the "art and science" involved in coming up with the unit valuations. Please explain how NADAguides determines the trade-in and retail pricing guidelines.

A: Many variables go into our valuations. Much of what we do is proprietary, but essentially, we research all of the used transactional data we can get. We have relationships—some of them exclusive—with the major auction companies, insurance companies, and lenders, and we process all their transactional information.

Another source is our dealer advisory group, which includes both large dealer groups and single-point dealers. We survey them at least three times annually and as many as four or five times if there are unique conditions or developments in their markets.

There are about 250 dealers in the group, and they send in used-sales forms that track their transactions, including how much they gave on the trade, the trade's condition, how much they spent refurbishing it, and how much it retailed for. We also research asking prices on the larger online inventory sites.

Then we filter the data and toss out the anomalies, such as extremely high and low prices that we know aren't

realistic. We scrub the data so it's a realistic representation of the actual market.

There are lots of variables in used RV prices. Two models could be identical, except one was stored indoors and taken care of, while the other was stored behind the barn. Another variable is creditworthiness. Say you and I want to buy the same model and even have the same trade-in, but you have excellent credit and mine is marginal. The dealer may allow me more on my trade-in so he can get me financed. But he'll also add that amount to the unit's selling price. So the ability to borrow and the specific financing details of that deal can affect pricing.

There are also regional differences. Washington and Oregon historically get more money for RVs than anywhere else. Dealers typically add 10 percent to 14 percent to the price of their units. Everybody understands that's just how it's done there.

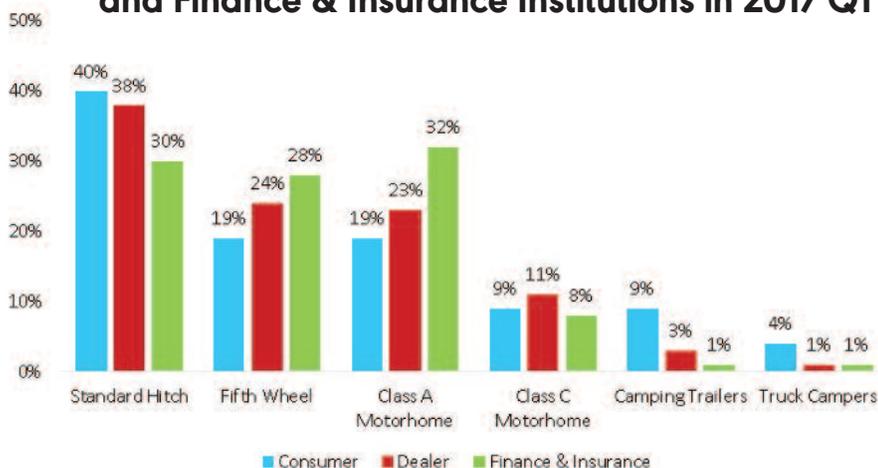
We've thought about doing regional valuations but have found there are variances in some parts of the country that are even greater than the variations in the national average. Plus, there are big differences in the number of dealerships between regions. So doing regional pricing is probably unrealistic.

What we offer is a guideline, a starting point, to get consumers, dealers, and lenders on the same page. Consumers want to know if the asking price is close to the unit's true value. And the lender who's fronting the money wants to know if he's allowing the proper advance on the collateral.



Lenny Sims

Category Views Among Consumers, Dealers, and Finance & Insurance Institutions in 2017 Q1



Q: RVs tend to be around for much longer than cars and trucks. What are the challenges with determining valuations for older RVs?

A: The biggest challenge is the lack of available sales data, since the majority of older RVs are bought and sold "driveway to driveway" or in private-party sales.

Typically, we start getting transaction data with two- and three-year-old units, going up to about 10- to 12-year-old units. But any older than that, there's very little data available. When the title changes

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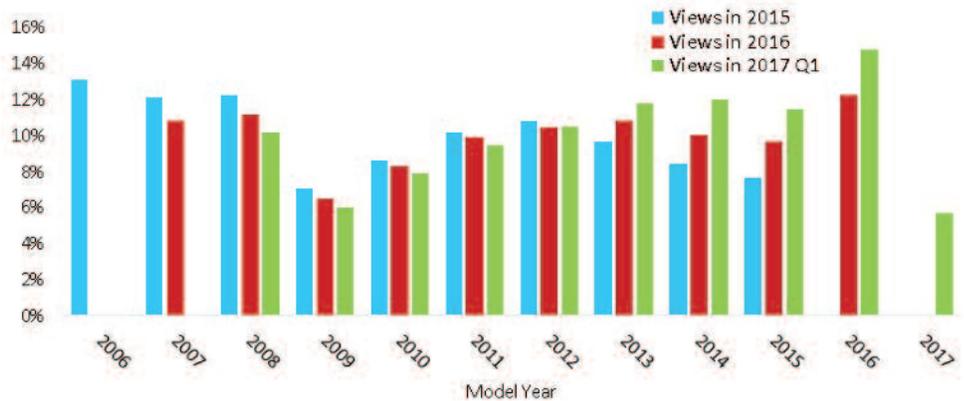
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hands, you have to report a sales price, so we get some DMV information. But some consumers aren't forthright about what they paid, because they're trying to avoid sales tax. So those numbers can be skewed. We extrapolate out, based on the historical information we've carried for about 40 years.

After a while, the model year becomes almost irrelevant compared with its condition. Compare a 20-year-old trailer stored indoors that's in wonderful condition with a 15-year-old unit that wasn't taken care of - you can't say one is worth more just because it's five years newer.

Another challenge with pricing old units is that they're worth more to some dealers than others. Some won't touch old units, while others make a good business with that market. I know California dealers who make a very good living with older units because their community supports them. So that used unit would be worth two different prices, depending on the dealer.

NADAguides.com Top Researched Model Years by Category Standard Hitch Travel Trailer



Q: *If dealers have issues with valuations, how can they give you feedback?*

A: We're always happy to discuss market pricing with dealers. They can contact us directly and can become a member of our dealer advisory board and participate by completing our surveys and used-sales forms. Our advisory board members report everything that goes through their stores. It can be done fairly quickly - these dealers, some of whom have been members for 30 years, have built it into their process and can send spread sheets quickly.

Most of the dealers join to help put out something that's as accurate as possible, that benefits them and the industry. Others join after calling because they're upset about something and are told, "If you really want to comment, why not do so regularly and help us help you?" They end up being the best source of information.

The board has an annual attrition rate of about five percent, so when we exhibit at RVDA's convention, we try to recruit new members. We ensure there's a representative number of dealers by region and product.

Q: *When a manufacturer goes out of business, what effect does that have on its models' valuations?*

A: There can be some effect but not as much as one would think. It depends on the uniqueness of the manufacturer and the circumstances of the closing. Did the manufacturer build its own chassis, did it do anything proprietary that can't be duplicated? That can affect value. If it used a proprietary kind of siding on its units, they would devalue faster than others, since the siding would be unavailable.

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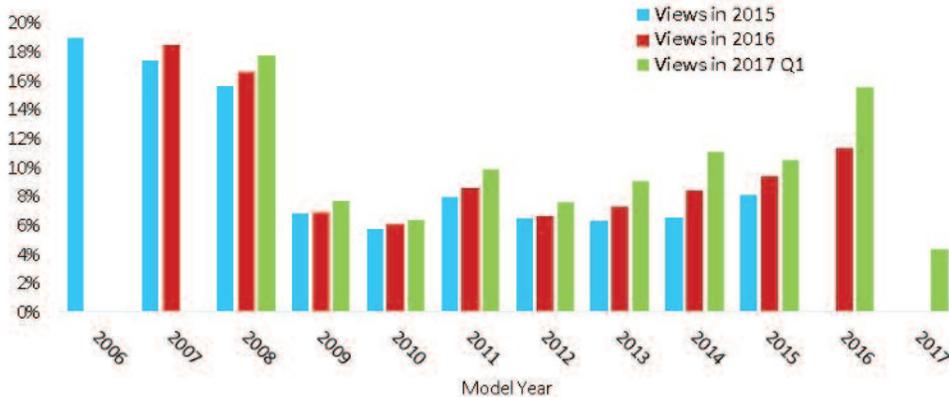


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NADAguides.com Top Researched Model Years by Category

Class A Motorhome



But most manufacturers build their products from similar materials and use the same components – they’re all putting in similar brands of refrigerators and stoves, for instance. So the manufacturer being out of business doesn’t have the same effect, because the component manufacturers are still around and warranty their

any dealer add-ons with pricing so that the sticker more accurately reflects the RV unit in their individual markets. With the NADAguides valuation on the sticker, dealers have to negotiate down a lot less, increasing their margins. And we include access to historical pricing so they can look up an RV’s value within the past five years. ■

products, and other dealerships will service the RVs and can find replacement parts.

Q: Describe NADAguides’ RV CONNECT product.

A: RV CONNECT lets dealers access our valuation information 24/7 from any device, including smart phones, tablets, and laptops. The information is automatically updated according to market conditions and covers RVs going back to 1977.

One of its biggest attractions is that it lets dealers print their own customized window stickers with their business address and logo, NADA valuation information, and

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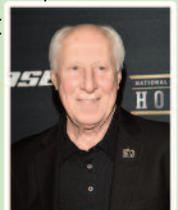
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Dealers Expect Solid Sales Growth in 2017

By Jeff Kurowski

RV dealers reported solid growth in towable sales and more muted motorhome sales during the February through April period, according to investment firm Robert W. Baird & Co., which surveys dealers quarterly in partnership with RVDA.

RV dealers' confidence remained at an all-time high this spring, as RV retail sales increased eight to 10 percent, according to Robert W. Baird & Co., the Milwaukee-based investment firm that surveys dealers quarterly in partnership with RVDA.

"It will be hard to improve on current levels of optimism," says Craig R. Kennison, Baird's senior research analyst.

Retail sales of towables remained solid, increasing around 10 percent during the February-through-April period, with sales of lower

"Retail sales of towables remained solid, increasing around 10 percent during the February-through-April period, with sales of lower priced travel trailers particularly strong."

priced travel trailers particularly strong. Even though travel trailer sales are almost 40 percent higher than they have ever been, Kennison believes general economic trends "will support modest retail growth."

Fifth wheel sales are currently at only 88 percent of their most recent peak in 2004, but Kennison says that a few dealers are reporting better trends. Sales of higher priced fifth wheels remain weak, though.

Days supply for towables registered at 90 days at the end of April, compared with 95 days a year earlier.

"Lower priced, smaller (towable) units are still the hot ticket, new and used," wrote one dealer in the survey. He defined lower priced as between \$15,000 and \$25,000. Another dealer wrote that he was selling a lot of "smaller bunkhouses and nice lightweights you can retail for \$20,000."

Motorhome sales were up by the high single-digits in the February-through April period. Though sales now are only 70 percent of what they were during their most recent peak in the early 2000s, Kennison says, "We still see room for growth as negative equity continues to evaporate and consumers trade up."

Days supply for motorhomes was 150 days versus 163 days last year.

Since the Great Recession, Class B and Class C motorhomes have been the best sellers, while sales of larger and higher priced Class As - particularly those with diesel engines - have lagged. Dealers responding to the latest Baird survey say that trend is continuing. "Diesels slow, gas Class A good, Class C very good," said one dealer. "I need more used in all (motorhome) types."

Used motorhomes and towables are particularly scarce. Eighty-three percent of the motorhome dealers in

BAIRD RV DEALER SENTIMENT INDEX

Aggregate Response



Source: Baird research

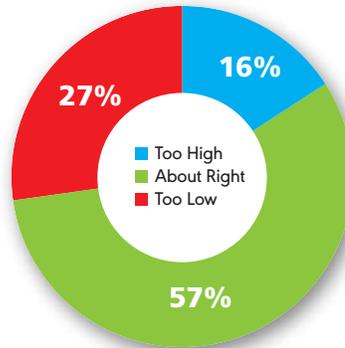
The Baird Dealer Sentiment Index measures how dealers feel about their current conditions and how they feel about the near future (the next three to five years). The latest index shows dealers' favorable outlook about their current conditions remains steady at January 2017's all-time high (79). Their favorable outlook for the next three to five years is also unchanged from the January 2017 level (70). Baird notes that dealers' high favorable rating for current conditions "is more strongly correlated to near-term orders and the sales outlook."

the survey say their pre-owned inventories were too low, and 68 percent of towables dealers say their used inventories were too low.

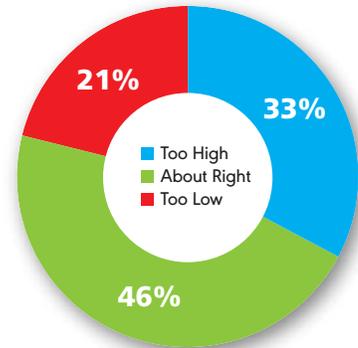
Although the outlook for the 2017 prime selling season appears to be really good, several dealers expressed notes of caution because the RV industry is noted for its ups and downs. As one dealer says, "RV manufacturers are inflating prices over natural economic inflation rates. This is much of what is causing auto manufacturers to see diminishing sales rates right now. This needs to be watched very carefully."

Another dealer says, "All is great, but I'm cautiously optimistic. Fuel prices keep creeping up - something just feels off." Other dealers say product quality, parts, and warranty all continue to be poor - issues that retailers have been complaining about for years. ■

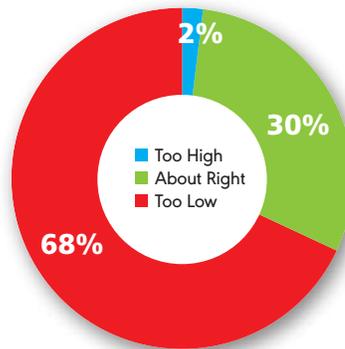
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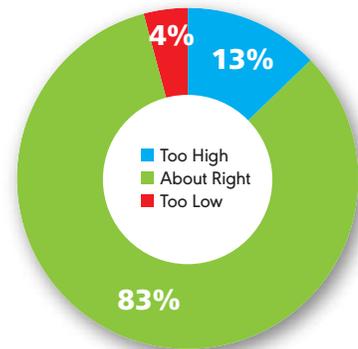
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Independent Agent Says Protective's XtraRide RV Service Agreement is "Superior" in Handling Claims

Edited by RVDA Staff

For 25 years, RVDA has exclusively endorsed the XtraRide RV Service Agreement Program, offered through the Asset Protection Division of Protective Life Insurance Company. The XtraRide program brings dealers increased profit opportunities while providing quality protection for their customers. A leader in the market, Protective has the ability to underwrite, administer, and market its own service agreement programs.

In this special Q&A, *RV Executive Today* talks with Tim Umstead, co-owner of TruMark Dealer Services, which offers F&I products to the RV, marine, and manufactured housing industries. Umstead, a past chairman of the board of the Pennsylvania RV & Camping Association, has been an independent agent for Protective for more than 25 years.

Q: The F&I department has evolved over the years. What are today's top performing dealers in F&I doing to help their customers?

A: I've seen a great deal of change over the past 31 years. The most rapid change has happened in just the past few years, and the evolution continues at a very quick pace.

I see F&I becoming more customer service-related and an increasingly vital profit center in the dealership.

The products being offered, the F&I presentation, and the product priority are all undergoing major shifts that are benefiting both the retail customer and the dealership. As an agency, we've seen the penetration rate for each product change dramatically.

Dealers are changing their F&I presentations by using menus that package products according to individual customer needs instead of predesigned packages. Systems are being developed that allow customer interaction and customization. The voice of the customer is finally being addressed in F&I. The hard-sell process is becoming a thing of the past.

Q: What training do you recommend for a new employee in an RV dealership's F&I department and for an experienced person who may be coming from the auto industry?

A: There's finally a whole host of F&I and sales training opportunities available at different levels. From the newest of F&I people to the most experienced, there's something for everyone. Almost all service providers offer some degree of training. A dealership should also look to its F&I agent to provide training at all levels. Other opportunities are available through state associations, industry associations, private training consultants, and industry trade shows.

Every F&I person should participate in ongoing training, and at least once a year. Even the most experienced will walk away with something that improves their knowledge and skill. F&I employees need to be professional and always current on that industry's issues.



Tim Umstead

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Q: Do you encourage dealers you work with to set minimum penetration rates for various F&I offerings?

A: Product penetration mixes are changing rapidly. While it's important to set goals, it's more important for the dealership to establish benchmarks that take into consideration factors such as customer satisfaction, profitability, and compliance.

Q: Let's talk about service agreements. There are few consumer products that need additional coverage more than an RV. The preponderance of 12-month RV manufacturer warranties combined with the complexity of the product make service agreements essential for an RV buyer. How do you suggest that dealers frame this message to consumers without putting a chill on the sales process?

A: You are absolutely correct - no RV buyer should walk out of the dealership without a service contract. These units have gotten so complex and are filled with so many different components that breakdown constantly. The F&I menu and the way it's used and presented is the tool that removes the chill factor.

Q: RVDA has exclusively endorsed Protective's XtraRide service agreement program for 25 years. As an independent agent, you have access to all types of programs. What makes Protective's product a market leader?

A: I've been an agent for Protective for more than 25 years. I've been involved with other companies along the way and have seen companies come and go. There are many factors that I believe keep Protective at the forefront, including:

- Their coverage is the most comprehensive for their contract holders.
- They continually update the program to stay relevant in the industry.
- Protective maintains excellent customer service at all levels.
- They're superior in claims handling, which makes the customer, dealer, and agent happy.
- They have special dealership programs to fit various dealer needs.
- They listen to the voice of the dealer through an active agent council. ■

2017 RV Industry Power Breakfast

Former RVDA chairman Brian Wilkins of Wilkins RV (far right) participated in a panel discussion during the 2017 RV Industry Power Breakfast in Elkhart, IN. Panel members discussed an array of topics, including the need for the RV industry to step up its game in the face of unprecedented growth. Wilkins said that new RV buyers need to have a good dealership experience to "ensure that they stay with our lifestyle." In addition to Wilkins, the panel included, from left to right: Bob Martin, president & CEO, Thor Industries Inc.; Mike Terlep, president, Forest River Inc.'s Coachmen RV; Jason Lippert, CEO, Lippert Components Inc.; Todd Cleveland, CEO, Patrick Industries Inc.; Loren Baidas, president, General RV.





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SILVER



BRONZE



GEAR UP FOR SUCCESS!

Experience the power of education during the 2017 RV Dealers International Convention/Expo Nov. 6-10 in Las Vegas. Bring your top performers for a week of training focused on dealers and fixed-operations managers, leadership development, networking, and competing in today's marketplace.



To keep your dealership running smoothly, all of the gears – sales, service, parts, and F&I – must function together. Education powers the gears to lead you on your path to success. We offer education tracks for dealers/GMs, sales, service, parts, F&I, rental, and social media/e-marketing. Your staff will have the opportunity to learn about:

- Cash conversions in F&I
- Advanced topics for the service department
- Leadership development for young RV executives
- New concepts for merchandising the store
- Digital marketing
- Latest ideas in Internet advertising, measuring effectiveness, and increasing ROI

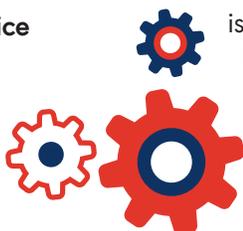
EARLY BIRD FULL REGISTRATION RATE

\$609 for first dealership registrant **\$589** per each additional registrant

If you've registered for the convention, you can bring employees to attend **JUST** the Vendor Training +Plus program for \$229 per person. This special badge also gives the holder access to the expo and opening reception. **RVDA dealer members only – expires 6/30/17**

Discover a wide range of products and services, meet with a variety of vendors, and make new contacts. With over 100 exhibitors at the show, there is plenty to experience.

The convention floor plan at Bally's allows the majority of events to take place in one area, increasing your chances of connecting with colleagues and staying on schedule. The centrally located dealer lounge, equipped with Wi-Fi and comfortable seating, is back this year. A block of hotel rooms at Bally's and Paris offers convenient lodging and easy access to the nightlife along the Vegas Strip.



Register by June 30 to get the low, early bird rate for your first registrant. You'll also lock in a lower rate for everyone else you bring, no matter when they sign up.

Presented by:



DEALER REGISTRATION FORM

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

Company Name _____
 Phone _____ Fax _____
 Address _____
 City _____ State/Prov _____ Zip/PC _____
 Email _____



2. Member Registration Fees:

First registrant locks in today's lowest rate for all future dealership personnel!

	Early Bird Thru 6/30	Advanced 7/1 - 8/31	Regular After 8/31	Amount
First Registrant - includes Vendor Training +Plus, a \$229 value! Registrant Name _____ Email _____ Badge First Name _____ Please check here if you require special accommodations. <input type="checkbox"/>	\$609	\$709	\$999	\$
Second Registrant - includes Vendor Training +Plus, a \$229 value! Registrant Name _____ Email _____ Badge First Name _____ Please check here if you require special accommodations. <input type="checkbox"/>	\$589	\$689	\$999	\$
Third Registrant - includes Vendor Training +Plus, a \$229 value! Registrant Name _____ Email _____ Badge First Name _____ Please check here if you require special accommodations. <input type="checkbox"/>	\$589	\$689	\$999	\$
Fourth Registrant - includes Vendor Training +Plus, a \$229 value! Registrant Name _____ Email _____ Badge First Name _____ Please check here if you require special accommodations. <input type="checkbox"/>	\$589	\$689	\$999	\$

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 \$229 per person and includes Vendor Training +Plus training on Monday, Nov. 6 and Tuesday, Nov. 7, and Tuesday's reception in the Expo. Copy this form to add more registrants for Vendor Training +Plus.

Name _____	Badge First Name _____	Email _____	\$
Name _____	Badge First Name _____	Email _____	\$

3. Payment Information:

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 MC Amex Discover

Name on Card _____ Card # _____ Expires _____ Security Code _____
 Billing Address _____ City _____ State/Prov _____ Zip/PC _____

TOTAL

MAIL OR FAX A COPY OF THIS FORM TO:

RVDA of America, 3930 University Drive, Fairfax, VA 22030-2515 • (703) 591-7130 • Fax: (703) 591-0734 • www.rvda.org
 RVDA of Canada, Ste. 145, 11331 Coppersmith Way, Richmond, BC V7A 5J9 • (604) 718-6325 • Fax: (604) 204-0154 • www.rvda.ca

CANCELLATION / REFUND POLICY: All cancellations must be in writing and received by August 31, 2017, to qualify for a refund. A \$50 administrative fee will be deducted from each refund request received by July 31, 2017. A \$100 administrative fee will be deducted from each refund request received between August 1, 2017 and August 31, 2017. No refunds will be made after August 31, 2017. *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.



Need Money for College?

College Scholarships Available from the Mike Molino RV Learning Center

More information and an application available at www.rvlearningcenter.com

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. The scholarship program is made possible through the generosity of the Newt and Joanne Kindlund Family.



FACT SHEET AND APPLICATION: 2017-2018 ACADEMIC YEAR

About This Scholarship

The RV Learning Center's Scholarship Program awards \$2,500 scholarships to deserving college undergraduate students majoring in business, finance, economics, accounting, or other RV industry-related subjects. A factor for awarding the scholarship may be an applicant's background of RV industry employment or a desire to work in the RV business after completing post-secondary education. The scholarship program is made possible through the generosity of the Newt and Joanne Kindlund Family.

Eligibility Requirements
 We will award a scholarship to an RV-related company employee or their dependent based on a combination of factors.

Requirements*

- Must be a rising sophomore, junior, or senior college undergraduate student.
- Must complete an essay on their goals and objectives for attending college.
- Must submit a completed Free Application for Federal Student Aid (FAFSA) form. The form is available at: www.fafsa.ed.gov.
- Must demonstrate the ability and willingness to fund a portion of their educational expenses on their own.
- Must be accepted into an accredited four-year college or university as a condition of receiving the scholarship.
- Must have a 2.8 or better cumulative grade point average, and a 1050 minimum SAT score (1575 minimum on the 2400 point scale). A minimum ACT Composite Score of 22 is also acceptable.

**All requirements must be met by the application deadline. Dealer principals and their dependents are not eligible.*

Submit with Application:

1. An official copy of your most recent college transcript.
2. A copy of your SAT/ACT scores.
3. An essay of not more than 500 words on "My Goals and Objectives for College and Career."
4. A list of extracurricular activities, honors, etc.
5. A copy of your FAFSA form (available at your school or at www.fafsa.ed.gov).
6. Digital photo for publicity (only used if candidate receives scholarship).

Submit application packet to:
Mike Molino RV Learning Center
3930 University Drive
Fairfax, VA 22030
 or fax to: (703) 359-0152,
 or by e-mail to info@rvda.org

Applicant's Name: _____

Address: _____

Phone: _____ E-mail: _____

Sponsoring RV-Related Company: _____

Name of Dealer Principal/GM: _____

Address: _____

Phone: _____ E-mail: _____

High School: _____ Year Graduated: _____ SAT/ACT Score: _____

Address: _____ Phone: _____

College Attending in 2017-2018: _____

City/State: _____ Major: _____

Have You Been Accepted?: _____ If No, When Do You Expect to Be? _____ College Credits Completed: _____

College GPA: _____ Estimated College Expenses (One Year): \$ _____ % to Be Covered by Self/Family: _____ %

Are You Employed? No Yes Employer: _____

How Long/When? _____

By signing, I indicate that I have read the fact sheet that accompanies this application and that I meet the eligibility criteria specified for scholarship applicants.

Signature: _____

Deadline: June 30, 2017. To be considered, all application materials must be received by the deadline. For more information and to download additional applications, visit www.rvlearningcenter.org or e-mail 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, 2017.

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 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: _____

RVDA Endorsed Products



Certified Green RV Program

TRA Certification Inc.

www.tragreen.com
aleazenby@trarnold.com
P: (800) 398-9282 F: (574) 264-0740

TRA, a green certification company, measures, evaluates, and certifies RV manufacturers and verifies vendors for energy efficiency and environmental friendliness. Dealers can guide environmentally-conscious consumers in making better-informed decisions about their RV purchases.

Credit Card Processing

Bank of America Merchant Services

https://rvdealer.bankofamerica.com
jay.machamer@bankofamericamerchant.com
(678) 784-0567

Bank of America Merchant Services offers members an annual savings averaging 10-15 percent on each Visa and MasterCard transaction. Advanced equipment provides fast authorization, around-the-clock support, and improved funds availability for those with a depository relationship with the bank.

Disability Income Insurance/ Paycheck Protection Benefits American Fidelity Assurance Company

www.afadvantage.com
Ted Brehoney
ted.brehoney@af-group.com
(800) 654-8489, Ext. 6530

Dealerships can provide disability insurance to provide security for a portion of an employee's paycheck if they are unable to work due to a covered accident or illness.

Emergency Roadside and Technical Assistance Coach-Net

www.coach-net.com
sales@coach-net.com
(800) 863-6740

Coach-Net provides emergency roadside and technical assistance solutions to RV dealers throughout the U.S. and Canada and for many RV and chassis manufacturers, RV clubs, and customer membership groups. Coach-Net uses over 150 employees with advanced communications technology tools combined with a database of more than 40,000 service providers. The company uses trained customer service agents and master certified technical service agents.

Employee Behavioral Assessment Omnia Group

www.OmniaGroup.com/rvda/
Carletta@OmniaGroup.com
(800) 525-7117 x1226

The Omnia Group's assessment solutions help dealers select the right person for the job, increase retention, and build a strong workplace culture. In fewer than 15 minutes, the Omnia Profile reveals personality tendencies of candidates and employees, giving dealers the insight to select, retain, and develop their biggest

asset. By navigating the complexities of human behavior, dealers can make more informed hiring decisions and improve return on investment.

Software & Consulting Services KPA

www.kpaonline.com
(303) 356-1735

KPA provides consulting services and software to more than 6,500 automotive, truck, and equipment dealerships. Its Environmental Health & Safety product line provides onsite, on-call, and online services. Its Human Resource Management software ensures your business is in compliance with state and federal regulations. Users have access to on-demand advice from attorneys with expertise in the RV industry.

Extended Service Agreements XtraRide RV Service Agreement Program

www.protectiveassetprotection.com
(800) 950-6060, Ext. 5738

The XtraRide RV Service Agreement Program is offered through the Asset Protection Division of Protective Life Insurance Company. The program has been exclusively endorsed by RVDA since 1992. The XtraRide programs and F&I solutions bring dealers increased profit opportunities while providing quality protection for their customers. Protective is dedicated to providing the RV industry with superior products and services given its ability to underwrite, administer, and market its own programs.

Health Collective Purchasing Arrangement

Brown & Brown Insurance
www.bbinservices.com/index.php/form
aweilage@bblouisville.com
(502) 550-2399

The RV Dealers Health Collective Purchasing Arrangement offers members a way to provide employee health benefits while saving money. Through a combination of leveraged buying power and program metrics that carve out excess costs, RVDA members have an opportunity to lower health care premiums. Dealers can maintain their current health benefits or customize their offering to employees. The program includes a dedicated Brown & Brown service rep, turn-key compliance solutions, and administrative support.

Hiring Tools CareerCo

RVDA@careercocorp.com
Maryellen Adams
(718) 307-6258

CareerCo is a network of pay-for-performance job sites, including Jobhub.com and FindTheRightJob.com. It reaches more than 5 million job seekers each month, connecting them with career and training information to help them pursue their professional goals. CareerCo also offers HR departments an array of staffing and recruiting solutions, including performance-based job postings, training, and recruitment.

Health Insurance Mass Marketing Insurance Consultants Inc. (MMIC)

www.mmicinurance.com/RVDA/
quotes@mmicinurance.com
(800) 349-1039

MMIC creates customized insurance programs best suited for individual dealerships. Coverage is available to individual members and firms with two or more employees. With group coverage, all active full-time employees are eligible. Spouse and dependent children under age 19 (23 if full-time student) are also eligible. The cost of the coverage for the RVDA program may be paid in whole by the employer or shared with the employees. However, the employer's contribution must be at least 50% of the total cost.

Lead Qualifier Program Customer Service Intelligence Inc. (CSI)

www.tellcsi.com
bthompson@tellcsi.com
(800) 835-5274

The scene: high inventory – low sales. The need: more sales. The solution: CSI's Lead Qualifier Program. Your sales leads are sent to CSI following initial contact with your sales staff. CSI then makes a personal phone call to each lead, captivating their attention before your competitor does. We will uncover the prospect's initial impression of your dealership and staff, fully qualify the lead including exact needs and time frame for purchase, and provide you with their deal maker.

Loan Origination and Warranted Loan Documents AppOne

www.appone.net

AppOne is a web-based indirect loan origination platform designed to help recreational vehicle dealers and lenders manage the origination process of retail credit applications from lender submission to funding. It provides dealers and lenders access to a library of compliant and warranted loan documents. The loan documents are regularly reviewed for compliance with the latest federal and state laws in all 51 U.S. jurisdictions. Dealers using AppOne also have access to their lender(s) on the AppOne Lending Network, a community of national, regional and local financial institutions. The network makes it easier for dealers to establish lender partnerships and secure financing for their customers.

Market Intelligence Program RV Industry Data Program from Statistical Surveys

Scott Stropkai
sstropkai@statisticalsurveys.com
(616) 281-9898 ext.128

Dealers receive a 10 percent discount on customized reports through Statistical Surveys' RV Industry Data Program. Using Tibco Spotfire software, the program provides dealers with data visualization and analytics that can yield valuable insights for better decision

making, including data on where new units are being registered and which dealers sold which units by make, model, length and axles.

Office Supplies Office Depot

www.officediscounts.org/rvda.html

RVDA members can save up to 80% on over 93,000 products at Office Depot and OfficeMax. Shop online or in any Office Depot or OfficeMax store for printing, cleaning, break room, and office needs. Enjoy free next-day delivery with online orders over \$50. Visit the website to shop online or to print off a free store purchasing card.

Pre-owned RV Appraisal Guidance N.A.D.A. Appraisal Guides & NADAguides.com

www.nada.com
lsims@nadaguides.com
(800) 966-6232, Ext. 235

The N.A.D.A. RV Appraisal Guide is an essential tool to determine the average market value for used RVs. A new online program, RV Connect, provides updated RV values, creates custom window stickers for both newer and older RVs, and more. These products are all available at the RVDA "members only" rate.

Propane and Propane Supplies Suburban Propane

www.suburbanpropane.com
sholmes@suburbanpropane.com
(800) 643-7137

Suburban Propane offers discounts to RVDA members on propane along with attractive and safe equipment for refilling most any propane cylinder, 24-hour service, on-site "Train the Trainer" instruction for dealership personnel, signage, and a periodic review of filling stations by safety experts.

RVDA/Spader 20 Groups Spader Business Management

www.spader.com
info@spader.com
(800) 772-3377

RVDA/Spader 20 Groups managed by Spader Business Management help dealers improve their management skills, recognize market trends, and solve problems. The groups include non-competing dealers who share experiences to develop best practices.

Shipping Discounts PartnerShip LLC

www.PartnerShip.com/79rvda
(800) 599-2902

The RVDA Discount Shipping Program, managed by PartnerShip, provides RVDA members with substantial shipping discounts. RVDA members who enroll in the free program will save on small package shipments with FedEx and less-than-truckload (LTL) freight shipments with UPS Freight and Conway Freight. Visit our website for more information and to enroll.

The Mike Molino RV Learning Center proudly recognizes these **CONTRIBUTORS**



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

Received From	Contributed 5/9/15- 5/9/17	Total Lifetime Contribution	Total Lifetime Pledge	Last Contributed
MAJOR GIFTS				
Camping World and Good Sam	\$150,000	\$667,987	\$1,000,000	6/8/16
Protective	75,668	270,584		12/2/16
Newmar Corporation	50,000	260,000		12/7/16
Tom Stinnett Derby City RV	2,500	105,000		12/16/16
Brown & Brown Recreational Insurance	40,000	40,000	100,000	3/21/16
Campers Inn	15,000	81,000	100,000	12/16/16
PleasureLand RV Center Inc.	4,000	96,850		12/14/16
Bill & Kristen Fenech	10,000	72,500		8/23/16
Horsey Family Memorial Fund	2,000	72,000		6/14/16
Ron & Lisa Fenech	10,000	70,000		8/23/16
Byerly RV Center	10,000	62,000		1/3/17
RVAC	7,000	52,000		4/8/16
Bill Plemmons RV World	5,000	20,050	50,050	6/9/16
All Seasons RV Center	2,000	38,049	47,049	12/20/16
McClain's RV Superstore	2,000	44,000		6/18/15
Pan Pacific RV Centers Inc.	3,000	41,500		11/23/16
Reines RV Center Inc.	7,500	39,025		1/6/17
Palm RV	7,500	7,500	37,500	2/18/16
Bill Thomas Camper Sales Inc.	1,000	37,000		1/3/17
Holiday World of Houston	7,000	33,000		9/30/16
Wilkins R.V. Inc.	4,900	23,000	33,000	1/8/16
Pikes Peak Traveland Inc.	1,500	32,700		6/26/15
Diversified Insurance Management Inc.	3,200	26,400	31,200	4/19/17
Paul Evert's RV Country Inc.	2,000	29,000	30,000	3/11/16

CHAMPIONS

Greenway Inc. (Route 66 Dealer)	2,500	22,350		12/12/16
Alpin Haus	2,000	20,500		7/5/16
MBA Insurance Inc.	2,000	17,100	20,100	6/1/16
Hartville RV Center Inc.	2,000	14,750	15,750	5/5/16
Mike & Barb Molino	550	12,136		8/14/16
Little Dealer, Little Prices	500	11,550		12/6/16
Affinity RV Service Sales & Rentals	2,000	11,000		6/15/16
Floyds Recreational Vehicles	250	10,500		4/13/16
Motley RV Repair	1,000	10,075		9/17/15
United States Warranty Corporation	2,000	9,250	10,250	5/6/16
Don Clark	10,000	15,000		10/7/16
Hemlock Hill RV Sales Inc.	3,361	10,000		8/12/15
Curtis Trailers Inc.	1,500	9,750		12/28/16
Crestview RV Center	3,500	8,000		12/28/16
Burlington RV Superstore	1,250	7,500		12/31/16
Circle K RV's Inc.	750	7,500		6/9/16
All Valley RV Center	5,500	7,000		2/21/17
Hayes RV Center	200	6,850		6/20/16
A World of Training	3,500	6,500		9/17/15
Madison RV Supercenter	1,000	6,500		11/30/16
Camperland of Oklahoma LLC	1,000	6,350		6/22/16
Topper's Camping Center	1,803	6,053		10/7/16
Best Value RV Sales & Service	1,000	5,750		4/11/16
Phil Ingrassia	2,000	5,500		12/12/16
Good Life RV	1,000	4,100	5,100	6/24/16
ROUTE 66 RV Network	2,000	3,000	5,000	2/16/16
Noble RV Inc.	2,600	4,505		2/3/17
RCD Sales Company Ltd.	1,099	4,349		6/17/16
J. D. Sanders Inc.	500	3,750		7/11/16
Myers RV Center Inc.	250	3,750		6/22/15
Hilltop Trailer Sales Inc.	1,500	3,622		6/27/16
Skyline RV & Home Sales Inc.	1,500	3,500		8/8/16

Received From	Contributed 5/9/15- 5/9/17	Total Lifetime Contribution	Total Lifetime Pledge	Last Contributed
RV Outlet Mall	750	3,300		6/20/16
American Guardian Warranty	2,400	3,200		5/1/17
United RV Center	100	3,200		11/10/15
Highland Ridge RV Inc.	250	3,000		4/11/16
Tacoma RV Center	1,500	3,000		6/17/16
The Trail Center	600	2,550		11/21/16
Alliance Coach	1,000	2,000	2,500	5/23/16
Austin Chapter of Texas RV Association	2,500	2,500		6/27/16
Bill & Shannon Koster	500	500	2,500	12/2/16
Onsite Temp Housing	500	1,000	2,500	10/29/15

LEADERS

Dinosaur Electronics	550	2,200		6/14/16
NERVDA	1,100	2,100		1/30/17
Leo's Vacation Center Inc.	2,000	2,000		3/11/16
Mount Comfort RV	2,000	2,000		10/17/16
Candys Campers	500	1,800		6/6/16
Ocean Grove RV Supercenter	1,750	1,750		6/14/16
Out of Doors Mart Inc.	250	1,750		10/13/15
Camp-Site RV	500	1,500		1/30/17
Gib's RV Superstore	1,500	1,500		12/2/15
Colerain Trailer Center	1,000	1,250		3/6/17
Ronnie Hepp	500	1,125		12/31/15
Airstream Adventures Northwest	1,000	1,000		6/10/16
Beckley's Camping Center	250	1,000		6/12/15
Bill Mirrielees	250	1,000		5/5/16
Colonial Airstream & RV	1,000	1,000		4/19/17
Moix RV Supercenter	1,000	1,000		12/22/16
Tennessee RV Sales & Service LLC	500	1,000		6/14/16

BENEFACTORS

Keepers RV Center	700	800	850	12/23/16
Setzer's World of Camping Inc.	500	600		3/17/17
American Family RV Inc.	500	500		9/2/16
Camp-Land RV	500	500		6/14/16
Dodd RV	500	500		3/18/17
Florida Outdoors RV Center	500	500		6/15/15
Holiday Hour Inc.	200	500		3/14/16
Kroubetz Lakeside Campers	250	500		11/9/15
Modern Trailer Sales Inc.	250	500		6/22/15
RH Power & Associates Inc.	500	500		5/8/17
The Makarios Group LLC	500	500		6/3/16
Total Value RV of Indiana Inc.	500	500		1/18/17
Tri-Am R.V. Center of East Tennessee	500	500		1/3/17

SUPPORTERS

Starr's Trailer Sales	450	450		6/16/16
Lou Novick	100	400		11/25/15
Carolina Coach & Camper	250	350		6/15/16
Liberty RV	250	300		9/6/16
Arlington RV Supercenter Inc.	250	250		6/8/15
Black Book RV Value Guide	150	250		3/16/16
Clippership Motorhomes Rental	250	250		4/3/17
Elizabeth RV	250	250		10/11/16
Macdonalds RV Center	225	225		1/18/17
Richard's RV ServiCenter	120	120		7/15/16
Chesapeake RV Solutions	100	100		2/29/16
RV Value Mart Inc.	100	100		6/15/15

ENDOWMENTS

Kindlund Family Scholarship	\$270,000
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THE RV Industry's CENTRAL TRAINING CALENDAR

- Home
- Disclaimer
- Search Events
- Online Events
- Manage Events

- Dealer/GM
- Sales
- Service
- RV Service Technician
- Parts
- F & I
- Rental

<< Back		July 2017						Fwd >>
Sun	Mon	Tue	Wed	Thu	Fri	Sat		
							1 Show Online Events	
	2 Show Online Events	3 Show Online Events	4 Show Online Events	5 Show Online Events	6 Show Online Events	7 Show Online Events	8 Show Online Events	
	9 Show Online Events	10 Show Online Events	11 Show Online Events	12 Show Online Events	13 Show Online Events	14 Show Online Events	15 Show Online Events	
	16 Show Online Events	17 Show Online Events	18 Show Online Events	19 Show Online Events	20 FREE Webinar: How Do I Sell Against the Advice of the Money Management Gurus? Show Online Events	21 Show Online Events	22 Show Online Events	
	23 Show Online Events	24 Show Online Events	25 Show Online Events	26 Show Online Events	27 Show Online Events	28 Show Online Events	29 Show Online Events	
	30 Show Online Events	31 RV Absorption Refrigeration Service Show Online Events						

Go RVing
 Don't see your events listed? Visit www.rvtrainingcalendar.com to upload your events to the calendar.

ADVERTISERS INDEX

Dealer Pro RV 16 (800) 553-0100	Protective Asset Protection back cover (888) 326-0778	Sobel University 20 (253) 565-2577
Diversified Insurance Management 2 (800) 332-4264	PRVCA 17 (888) 303-2887	Spader Business Management . . 19 (800) 772-3377
MBA Insurance 15 (800) 622-2201	RVT.com 10 (800) 282-2183	Wells Fargo 11 (800) 289-4488

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CELEBRATING 25 YEARS

as the Exclusively Endorsed Service Contract Program of the RVDA

We are honored to have XtraRide® be the exclusively endorsed service contract program of the RVDA for 25 years.

Year after year we deliver best-in-class service to our dealers and their customers. RV dealers know they can trust XtraRide to protect their customers from the costs of unexpected mechanical failures and deliver ownership satisfaction that helps keep customers coming back.



Find out how Protective Asset Protection can help your dealership protect customers' tomorrows so they can embrace today. Call us at **888 326 0778** or visit protectiveassetprotection.com to learn more.

Protect Tomorrow. Embrace Today.™

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An RVDA endorsed product or service is one that has been extensively evaluated by the RVDA to assure quality, dependability and overall value. RVDA and the RVDA Education Foundation receive compensation from a Protective company for business generated by RV dealers.

The XtraRide service contract program is backed by Lyndon Property Insurance Company, a Protective company, in all states except New York. In New York this product is backed by Old Republic Insurance Company.