



PRODUCT AND PROGRAM CATALOG

2017

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CERTIFICATIONS



Parts, Service, Warranty Certification Programs

The RV Learning Center offers five certifications:

- Parts Manager
- Parts Specialist
- Service Manager
- Service Writer/Advisor
- Warranty Administrator

Requirements

Every person who earns a designation has:

- A minimum of one to two years' experience in the service or parts industry
- Been personally recommended by a supervisor or manager and
- Completed and passed a rigorous examination developed by RV industry and test development experts

Recertification

Every five years, choose one of two options to keep the certification and recertify:

- Complete and report 40 hours of approved continuing education units (CEUs) or
- Retake and pass the certification exam

Certification Testing / Application Fees

Parts Manager: \$249

Parts Specialist: \$199

Service Manager: \$249

Service Writer/Advisor: \$199

Warranty Administrator: \$199

Recertification with CEUs: \$75

Recertification with test: applicable test fee noted above.

Download applications, test content outlines, training logs, and opportunities for earning CEUs at www.rvlearningcenter.com, email info@rvda.org, or call 703-591-7130 x104.

Precertification Self-Assessments Tests

Readiness Tests

To help individuals gauge their preparedness for certification and identify any knowledge gaps, the RV Learning Center offers five online readiness tests. Each online test takes no more than 10-20 minutes to complete and offers instant feedback.

If the test taker scores well on the readiness test, he or she is much more likely to pass the certification exam. Each question ties to a job's specific skill or ability based on the certification program's competency profile. The tests also help pinpoint areas where an individual's knowledge is weak.

The readiness fee is deducted from the certification application/exam fee if the individual applies for certification within six months of taking the readiness test.

Fees

\$25 per readiness test

Item Numbers:

Parts Manager - 081PMRT

Parts Specialist - 081PSRT

Service Manager - 081SMRT

Service Writer/Advisor - 081SWRT

Warranty Administrator - 081WART

RV Service Technician Certification

an RVDA-RVIA joint program



A Promising Career!

Give your business a leg up with the RV Service Technician Certification program.

How much better could your service repair operation perform if all of your RV service technicians were certified?

Have you thought about the return on investment that you might be missing by not challenging your technicians to become certified?

A survey by the Boone Group of 600 RV dealers found that 75% of dealers reported certified technicians perform better quality work than their non-certified counterparts. The independent research group also reported that 72% felt that certified technicians create more satisfied customers.

Not surprisingly, 80% of those same dealers confirmed that certified technicians make them more money than their non-certified counterparts.

Certification is not easy. The board of directors that governs the administration, policies, and procedures is a partnership between the RV Dealers Association (RVDA) and the RV Industry Association (RVIA). This body establishes the standards a technician must reach in RV diagnostic and repair procedures. Only experienced and skilled technicians will earn the credential.

It is time to take the first step. The certification process is just a click away. **Visit www.rvtechnician.com to get started, or email the technician certification program registrar at techcert@rvda.org.**

Testing Fees

Registered Technician.....	\$150
Retest for Registered Technician	\$25**
Certified / Master Certified*	\$325
Retest for Certified/Master Certified	\$25**

* Master level is dependent on score and five years of experience.

**Fee valid for retesting within 90 days.

All prices subject to change without notice.

CERTIFICATIONS



The Society of Certified RV Professionals aims to increase the number of RV industry certified professionals by

recognizing and promoting the achievements of certified personnel and companies that have invested in professionally trained professionals.

The group focuses on individuals who hold or aspire to hold certification credentials from the RVDA-RVIA Technician Certification program (certified and master certified) and from the Learning Center, which certifies service writers/advisors, service managers, parts managers, parts specialists, and warranty administrators.

The optional news release program is available to individuals who earn or renew a certification. A news release template, with instructions for customization, is available on the Society's website.

Names and certification type of newly certified and recertified individuals appear in RVDA's *RV Executive Today* magazine. The employers/companies are not included in the list. The information is included only if RVDA receives the employer's permission.

Employers who would like to participate can find a release form in most issues of *RV Executive Today*. They may also download a release from rvtechnician.com, rvlearningcenter.com, or call (703) 591-7130.

The Society also does its part to help certified employees earn continuing education credits and locate professional development opportunities. Members receive regular emails with information about online and hands-on classroom training.

Webinars

Education does not get any more convenient than this. The RV Learning Center offers educational webinars featuring RV industry and non-industry subject matter experts. The format is generally a 60-minute event with a 40-45 minute presentation and a 15-20 minute question/answer session. Check the RV Training Calendar or RV Learning Center’s website often for upcoming events.

Environment, Safety, and HR Content

At least twice a month, dealers have access to free webinars related to environment, safety and HR management. The webinars are the result of a strategic alliance between the RV Learning Center and RVDA associate member KPA.

Archived Recordings

An archive of recorded webinars is available on the RV Learning Center’s YouTube channel and at www.rvlearningcenter.com.

Pricing

Most webinars are free.

RV Training Calendar



www.rvtrainingcalendar.com

The training calendar offers a:

- Comprehensive list of industry training for every position at an RV dealership
- Centralized place for trainers, manufacturers, state associations, and others to publicize their webinars, courses, and workshops
- FREE resource to locate and advertise relevant educational programs and events

The resource is a direct result of the work conducted by RVDA, RVIA, ARVC, and RVAA volunteers on the Go RVing Committee on Excellence, which is charged to help provide RV travelers with a world-class experience.

RV Dealers International Convention/Expo Education

The major training focus of the RV Learning Center is the educational workshops it hosts at the annual RV Dealers International Convention/Expo. Throughout the years, the programming has achieved an enviable reputation for providing attendees with the information they need to improve their businesses.

Hundreds of dealers and dealership managers attend the educational programs developed by the volunteer-led Convention/Expo Committee. Vendor Training +plus sessions offer industry suppliers the time and space to train dealership personnel in the use and applications of their products and technology—in one place and time. Because the convention/expo is the only education event of the year exclusively for dealers and their staff, this represents a unique opportunity for suppliers to spend more time with the key staff who use their products in their dealerships.

College Scholarship Program for RV Company Employees and their Dependents

Getting an education has never been more important—or expensive. The RV Learning Center can help! Scholarship money is available to deserving sophomore, junior, or senior undergraduates majoring in business, finance, economics, accounting, or other RV-related subjects.



The amount of the one-time award is \$2,500.

Dealers are able to offer this opportunity to their team specifically because of their employment in the RV industry. Applications are accepted February to June. See application for eligibility rules.

EDUCATION - GENERAL DEALERSHIP



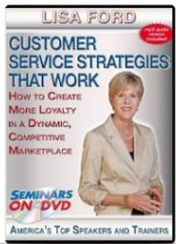
The RV Learning Center works with leaders of the Young RV Executives group to identify new and effective ways to engage younger members in RVDA activities, leadership, and governance. The initiative is modeled after similar groups being formed in the marine and

automotive industry for the same purposes.

Throughout the year, the Young Executives group receives targeted communications with resources to help them develop their leadership and management abilities. This includes special workshops at the RVDA Convention/Expo targeted towards the needs and priorities of the RV industry's young executives.

Young RV executives interested in joining the group to help to guide future activities can email info@rvda.org.

EDUCATION - SALES MANAGEMENT



Customer Service Strategies that Work - How to Create More Loyalty in a Dynamic Competitive Marketplace - DVD Training Video featuring Lisa Ford

A dealership's employees and their customer service skills may be the only thing that differentiates a business from the competition. In this content-rich training, front-line team members will learn practical skills and proven systems for improving customer service at every touch point.

Includes:

- How to positively change customer perceptions
- 7 essential habits of effective customer service
- Calming angry customers and getting to logic
- Listening techniques that really make a difference
- Maintaining an upbeat attitude no matter what

© 2011. Lisa Ford, 125 minutes.

Item #08K

RVDA Members Price: \$59.95

Non-member Price: \$89.95

RVDA Members save \$30!



How to Give Exceptional Customer Service DVD Training Video featuring Lisa Ford

This exceptional DVD series from noted author and trainer Lisa Ford provides training for front-line employees who serve today's more sophisticated and educated customers. The eight-DVD set with 35-page workbook covers topics such as:

- How customers define quality service
- The seven essentials customers want
- Anticipating and solving problems
- Going beyond good service to exceed expectations
- Developing an emotional connection with the customer

© 2006. Lisa Ford, 330 minutes.

Item #08F

RVDA Member Price: \$399.95

Non-member Price: \$599.95

RVDA Members save \$200!



About the Author

Lisa Ford is a speaker with over 20 years of experience presenting to businesses, associations and government. She speaks throughout the United States and internationally on topics of customer service, leadership, team issues and change. She is best known for her work in the areas of customer service. She is the author of the videotape series *How to Give Exceptional Customer Service*, the #1 selling business tapes in the United States for over three years. Her other videos and audiotapes include: *Developing a Customer Retention Program*, *Building a Customer Driven Organization: The Manager's Role and Personal Power*. Her recent book is *Exceptional Customer Service – Going Beyond Good Service to Exceed the Customer's Expectations*.

Ford designs content personalized to the audience and issues they face. She has also customized numerous videos for clients to use in their ongoing education efforts. Her experience includes working with Pfizer, Viacom, Edward Jones, CSX, Kaiser Permanente, Morton's of Chicago, Citgo, American Gas Association, American Diabetes Association, and American Veterinary Medical Association.

Ford was the highest rated speaker at RVDA's 2007 RV Dealers International Convention/Expo.

In 2002, she was inducted into the Speakers Hall of Fame by the National Speakers Association. She is one about 200 speakers who have been honored over 30 years. She also serves a board member of the College of Arts and Sciences at the University of Tennessee.

EDUCATION - PARTS AND ACCESSORIES

RV Parts Manager and Parts Specialist Learning Guides

Developed by The Ohio State University Center on Education and Training for Employment (OSU/CETE) and RV parts and service experts, the RV Learning Center's learning guides provide the information required for dealership employees to excel in their jobs and to prepare for certification.

Each guide details the knowledge and skills that today's parts managers and parts specialists need to perform effectively. They are based on real-world task-and-skills analysis of the positions compiled by industry experts and include multiple self-checks and practice exercises. The guides can be used by mentors working with new or existing employees, or they can be used by employees who already have some experience.

The guides are available in full sets and by individual section booklets. Full sets include a 3-ring binder. The guides are also available digitally as PDF documents on CDs (w/o binder). When ordering an individual section, use item number noted with section title (below).

Parts Manager Learning Guide

How much "stock" should you place in your parts department staff? Trained parts personnel develop top performing parts departments. Give your parts personnel the tools they need to create more value from your parts and accessory department.

The Parts Manager Learning Guide consists of nine sections:

- Section A/#04PC - Merchandise the Store
- Section B/#04PD - Market Parts & Accessories
- Section C/#04PE - Manage Parts Inventory
- Section D/#04PF - Sell Parts & Accessories
- Section E/#04PG - Manage Customer Relations
- Section F/#04PH - Manage Human Resources
- Section G/#04Pi - Manage Financial Resources
- Section H/#04PJ - Perform Administrative Functions
- Section I/#04PK - Pursue Professional Development

Pricing

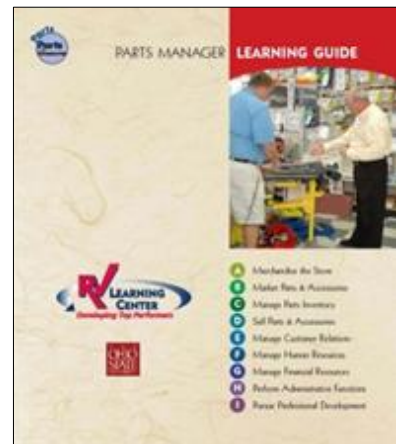
Parts Manager Learning Guide FULL SET with nine sections noted above:

HARD COPY Item #04PA
CD-ROM Item #04PM

RVDA Member Price: \$399.00
Non-member Price: \$559.95
RVDA Members save \$160.95!

Individual Section Pricing (use item number noted in section title):

RVDA Member Price: \$59.95
Non-member Price: \$85.95
RVDA Members save \$30!



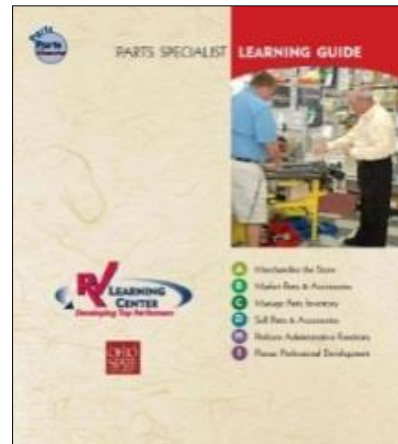
© 2006, The National RV Dealers Association. Full Set: 745 pp., 8.5 x 11" as manual or standard CD-ROM.

Parts Specialist Learning Guide

The principle-based learning guides provide the basis of knowledge required for parts specialists to do their jobs better and prepare for the parts specialist certification exam.

The *Parts Specialist Learning Guide* consists of six sections:

- Section A/#04PC - Merchandise the Store
- Section B/#04PD - Market Parts & Accessories
- Section C/#04PE - Manage Parts Inventory
- Section D/#04PF - Sell Parts & Accessories
- Section H/#04J - Perform Administrative Functions
- Section I/#04PK - Pursue Professional Development



© 2006, The National RV Dealers Association. Full Set: 504 pp., 8.5 x 11" as manual or standard CD-ROM.

Pricing

Parts Specialist Learning Guide FULL SET with six sections noted above:

HARD COPY Item #04PL
CD-ROM Item #04PM

RVDA Member Price: \$299.00
Non-member Price: \$419.95
RVDA Members save \$120.95!

Individual section pricing (use item number noted in section title):

Non-member Price: \$85.95
RVDA Member Price: \$59.95
RVDA Members save \$30!

Limited Quantity

RVDA does its very best to keep items in stock and up-to-date. Products listed in the catalog may be in limited quantity. Prices are applicable based on availability of merchandise and are subject to change without notice.

EDUCATION - SERVICE MANAGEMENT

RV Warranty Administrator, Service Writer/Advisor and Service Manager Learning Guides

Developed by The Ohio State University Center on Education and Training for Employment (OSU/CETE) and RV parts and service experts, the RV Learning Center's learning guides provide the information required for dealership employees to excel in their jobs and prepare for certification. The guides detail the knowledge and skills that today's RV service professionals need to perform effectively. They are based on a task-and-skills analysis of the positions compiled by industry experts, and include multiple self-checks and practice exercises. The guides can be used by mentors working with new or existing employees, or they can be used by employees who already have some experience.

Learning guides are available in full sets and by individual sections. Full sets include a 3-ring binder. The guides are also available digitally as PDF documents on CDs (w/o 3-ring binder). When ordering an individual section, use item number noted with section title.

Warranty Administrator Learning Guide

The service team members tasked with administrating warranty work are the main connection between your service department and the manufacturer's warranty department. They are key to demonstrating how well your products are backed.

The *Warranty Administrator Learning Guide* consists of five sections:

- Section A/#06WAA - Process Open/Closed Repair Orders
- Section B/#06WAB - Process Warranty Claims Parts and Payments
- Section C/#06WAC - Maintain Customer and Manufacturer Relations
- Section D/#06WAD - Perform Administrative Activities
- Section E/#06WAE - Pursue Training and Professional Development

Pricing

Warranty Administrator FULL SET with five sections noted above:

HARD COPY Item #06WA
CD-ROM Item #06WB-CD

RVDA Member Price: \$249.00
Non-member Price: \$349.00
RVDA Members save \$100!

Individual section pricing (use item number noted in section title):

RVDA Member Price: \$59.95
Non-member Price: \$85.95
RVDA Members save \$30!



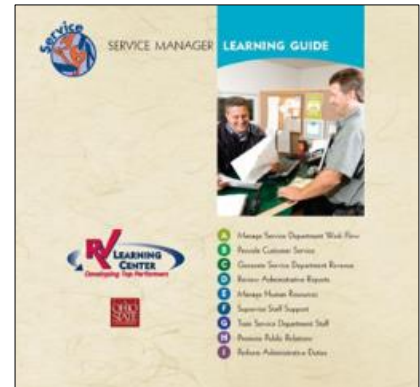
© 2006, The National RV Dealers Association. Full Set: 423 pp., 8.5 x 11" as manual or standard CD-ROM.

Service Manager Learning Guide

The guides cover the duties and tasks that service managers should be able to perform to effectively manage the service department and better serve their customers. They are a valuable tool to educate both new and experienced service managers in best practices and prepare for certification.

The *Service Manager Learning Guide* consists of nine sections:

- Section A/#81SC - Manage Service Department Work Flow
- Section B/#81SD - Provide Customer Service
- Section C/#81SE - Generate Service Department Revenue
- Section D/#81SF - Review Administrative Reports
- Section E/#81SG - Manage Human Resources
- Section F/#81SH - Supervise Support Staff
- Section G/#81SI - Train Service Department Staff
- Section H/#81SJ - Promote Public Relations
- Section I/#81SK - Perform Administrative Activities



© 2006, The National RV Dealers Association. Full set: 588 pp., 8.5 x 11" as manual or standard CD-ROM.

Pricing

Service Manager Learning Guide FULL SET with nine sections noted above:

HARD COPY Item #081
 CD-ROM Item #08B
Save \$140 on a Full Set

RVDA Member Price: \$399.00
 Non-member Price: \$559.95
RVDA Members save \$160.95!

Individual section pricing (use item number noted in section title):

RVDA Member Price: \$59.95
 Non-member Price: \$85.95
RVDA Members save \$30!

Top performing, certified employees create winners!

And the winners are:

- **Customers who simply want it done right the first time**
- **Service and parts employees who want to gain knowledge in their trade and increase their skill levels**
- **Dealers who want to improve customer satisfaction and the bottom line and**
- **Sales people who want to field the next sale or referral and not the next complaint**

EDUCATION - SERVICE MANAGEMENT

Service Writer/Advisor Learning Guide

The guides give RV service writers/advisors a good overall understanding of the position so they can communicate effectively with customers and technicians. The principle-based learning guides provide the basis of knowledge required for service writers/advisors to do their jobs better and prepare for certification.

The *Service Writer/Advisor Learning Guide* consists of six sections:

- Section A/#06C - Satisfy Customer Requirements
- Section B/#06D - Coordinate Customer Appointments
- Section C/#06E - Maintain Daily Operations
- Section D/#06F - Coordinate Technician Workload
- Section E/#06G - Coordinate With Other Departments
- Section F/#06H - Participate in Professional Development

Pricing

Service Writer/Advisor Learning Guide FULL SET with six sections noted above:

HARD COPY Item #06A
CD-ROM Item #06B

RVDA Member Price: \$299.00
Non-member Price: \$419.95
RVDA Members save \$120.95!

Individual section pricing (use item number noted in section title):

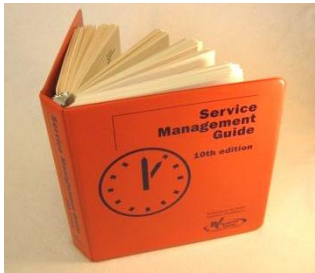
RVDA Member Price: \$59.95
Non-member Price: \$85.95
RVDA Members save \$30!



© 2006, The National RV Dealers Association. Full Set: 354 pp., 8.5 x 11" as manual or standard CD-ROM.

**Prepare for Service
Writer/Advisor Certification
with the Learning Guide,
online through the Distance
Learning Network, the RVDA
Convention/Expo, or other
training venues.**

SERVICE MANAGEMENT



Service Management Guide, 11th Edition

The expanded Service Management Guide (flat rate manual) offers over 100 pages

of average work unit times for the most basic service functions performed by competent RV technicians.

- Labor operations unique to the RV aftermarket
- Divider tabs make finding the right data quick and easy
- Durable card stock paper
- Detailed alphabetical labor operations table of contents

The 11th edition includes extensive updates and additions from top dealers, service managers, and technicians. Service Check Sheets provide a valuable reference for service managers and technicians. It is also a great tool for the service department when working with extended service contracts.

The guide provides 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 should not be the sole determinant of prices or rates charged.

It is available in two formats -- printed and indexed in a large three-ring binder, and as a pdf document on CD-ROM. NOTE: A digital file suitable for import into third-party software is available from Spader® Business Management.

© 2014, The Mike Molino RV Learning Center.
100+ pp., 8.5 x 11" manual or standard CD-ROM.

Manual Only: Item #05MD
CD-ROM Only: Item#05ME
RVDA Members: \$175.00
Non-members: \$350.00
RVDA Members save \$175!

Manual & CD-ROM: Item #05MF
RVDA Members: \$290.00
Non-members: \$585.00
RVDA Members save \$295!

www.rvlearningcenter.com 703-591-7130



RV TechnicianToday.com

RV Technician Today is a subscribers-only resource for professional service technicians. This specially designed website offers technical articles, training

videos, education resources, recalls, and more in an easy-to-use format that lets technicians quickly find the information they need.

The subscribers-only website keeps technicians up-to-date with:

- Extensive recall information
- Advice from industry experts
- Posts on the latest technical information
- Training and tech certification information
- New products
- Customer service tips

Item #06PD (1 year subscription for an individual to the website)

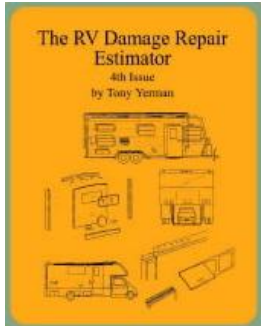
RVDA Members: \$39.95

Non-members: \$49.95

RVDA Members save \$10!

RV Damage Repair Estimator

A tool for consistent, data-supported claim estimates



The RV Damage Repair Estimator, 4th Edition

More than ever, RV dealerships look to increasing efficiencies and service department revenue. A growing source of that revenue comes from insurance company reimbursements for collision, storm, and vandalism repair. Insurance providers have set policies that govern reimbursement of repair claims. The estimator helps RV service departments and insurance providers prepare consistent, data supported claim estimates.

The RV Damage Repair Estimator can help your service team:

- Schedule work
- Measure performance
- Keep technicians on task and on time
- Prepare detailed and consistent consumer and insurance company estimates

© 2007, Published by Tony Yerman. 300+ pp., 8.5 x 11"

Item #05MG

RVDA Member: \$199.00

Non-member: \$239.95

RVDA Members save \$40.95



About the Author

Tony Yerman has over 35 years of RV repair and dealership experience. As a RVDA/RVIA Master Certified RV technician, certified service manager, and certified parts specialist, he is a frequent presenter at RV industry events and is a service and estimating consultant to the RV and insurance industries.

Online Courses

Save Dealers and Technicians Time and Money

Certification Preparation Courses

Every technician now has access to individual self-study training and certification preparation for the RV service technician certification tests. The **seven** online courses help ensure that those preparing to take a test are even more equipped for success than ever before.

Registered Technician—technicians gain a level of proficiency in several core knowledge areas, including propane, basic electricity, interior, and a number of technical areas.

Certified Technician—designed for registered technicians, this course offers expanded training in ten service areas to align with the comprehensive certification test.

Continuing Education—structured to provide additional study material in preparation for the certified technician test. These courses can also be used for recertification CEUs. Course options include appliances, body, chassis, electrical systems and plumbing.

Features and Benefits:

- Enrollment provides one year of access to course content (no extensions).
- Content supports the latest RVST Standard and tests.
- Practice tests replicate the testing environment of the actual Registered and Certified tests and are generated from a vast database of new questions to ensure a more well-rounded preparatory experience.
- Graphics, charts, and videos address the specific needs of various learning styles.

Pricing (per registrant)

\$89 Registered Technician
 \$249 Certified Technician
 \$69 Continuing Education (cost is per course)

See page 30 for the enrollment form.

Developed by RVIA, the courses are available exclusively from the RV Learning Center.

Distance Learning Network

A FRVTA-RV Learning Center partnership makes online learning available for the entire dealership. A subscription to the Distance Learning Network (DLN) includes unlimited access to more than 50 training sessions, coursework reviews, and test preparation sections.

Your team can study as a group without any travel time or expense, on a pace determined for the group needs, and at any time frame that best suits the dealership operation. Why is this a cool program? Again - because it provides training for every technician at the dealership, no travel time/expense to worry about, and at a pace and time that fits your dealership operation.

The 2015-16 DLN program includes a range of subject matter to improve the performance of dealership personnel, including:

- RV Technician Certification Preparation Course – over 40 hours of instruction
- Service Writer/Advisor Course – three hours - ideal for both veteran service writer/advisors and new hires
- Advanced/Manufacturer specific training
- RV Greeter-Receptionist Course - a 50-minute program on customer service skills

Pricing

\$995 per dealership location. The 12-month term runs August 1 - July 31; a dealership may subscribe at any time.

See page 22 for the enrollment form.

SERVICE MANAGEMENT



RV Service Textbook Set

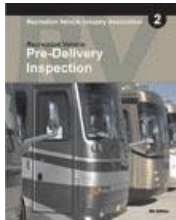
For decades RV technicians have been relying on the *RV Service Textbooks* to help them increase their knowledge and understanding of RV components and operating systems. In 2012, RVIA assembled some of the RV industry's leading service experts to thoroughly review and revise the textbook series. *Electricity Demystified* is included as a hard-copy with the CD-ROM set.

BOOKS Item#81TA

CD-ROM Item#81TB

Complete Set Price: \$382.00 (includes shipping)

For individual textbooks contact RVIA at (703) 620-6003.



RV Pre-Delivery Inspection

Introduces and explains the many important steps in inspecting the RV before delivering to the customer, including checking LP gas 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.

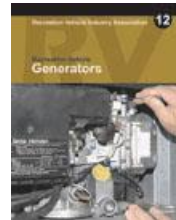
© 2012, RVIA, 101 pp., 8.5 x 11", Volume 2, 4th edition.



RV Air Conditioning

Covers the installation, repair, and replacement of air conditioning and heat pump units, including verifying airflow, assessing the integrity of the electrical system, and evaluating the integrity of refrigerant systems.

© 2012, RVIA, 161 pp., 8.5 x 11", Volume 7, 4th edition.

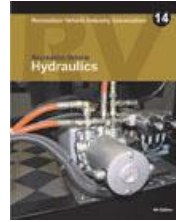


Generators

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.

© 2012, RVIA, 133 pp., 8.5 x 11", Volume 12, 4th edition.



RV Hydraulics

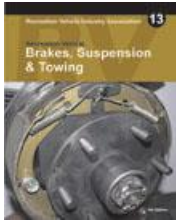
Covers the basic principles and laws of hydraulics, hydraulic terminology, special tools and equipment and basic hydraulic circuits. The book introduces the technician to hydraulic system components and their functions.

Includes information on performing hydraulic system maintenance, safety, and troubleshooting procedures.

© 2012, RVIA, 63 pp., 8.5 x 11", Volume 14, 4th edition.

SERVICE MANAGEMENT

RV Service Textbooks (cont.)



RV Brake Suspension & Towing Systems

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.

© 2012, RVIA, 149 pp., 8.5 x 11", Volume 13, 4th edition.



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.

© 2012, RVIA, 133 pp., 8.5 x 11", Volume 4, 4th edition.



RV Heating Systems

Covers installation, repair, and replacement of RV heating systems, including gravity, pilot, and DSI (direct spark ignition furnaces). Topics examined include verifying propane gas 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.

© 2012, RVIA, 87 pp., 8.5 x 11", Volume 11, 4th edition.



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.

© 2012, RVIA, 137 pp., 8.5 x 11", Volume 1, 4th edition.



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.

© 2012, RVIA, 113 pp., 8.5 x 11", Volume 6, 4th edition.



Electricity Demystified

Having trouble understanding the fundamentals of electricity? Problem solved! Electricity Demystified makes it shockingly easy to learn the basic concepts.

Written in a step-by-step format, this practical guide begins by covering direct current (DC), voltage, resistance, circuits, cells, and batteries. Detailed examples and concise explanations make it easy to understand the material.

© 2005, McGraw-Hill Companies, Inc., 340 pp., 7.25 x 9.25".

SERVICE MANAGEMENT

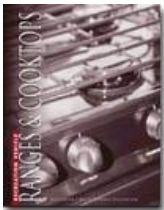


RV Preventive Maintenance

Examines services to perform for preventative maintenance, including checking propane gas systems; servicing and adjusting appliances; testing G.F.C.I.; 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, and more.

© 2012, RVIA, 93 pp., 8.5 x 11", Volume 3, 4th edition.

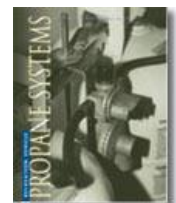


RV Ranges & Cooktops

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.

© 2012, RVIA, 75 pp., 8.5 x 11", Volume 10, 4th edition.



RV Propane Systems

Provides instruction on inspecting and maintaining propane containers and fittings; inspecting and maintaining piping system; performing propane system tests; purging and filling containers; transferring propane from container

to container; and burning off propane in a container.

© 2012, RVIA, 109 pp., 8.5 x 11", Volume 5, 4th edition.

RV Service Textbooks (cont.)

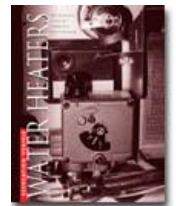


RV Refrigerators

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.

© 2012, RVIA, 127 pp., 8.5 x 11", Volume 8, 4th edition.



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.

© 2012, RVIA, 99 pp., 8.5 x 11", Volume 9, 4th edition.

Order Form – Audio Recordings – Page 2 of 2

Order Multiple Sessions by Track on CD-ROM or Individual Sessions on Audio CDs

API Code	Track - Title / Presenter(s)	API Code	Track - Title / Presenter(s)
81-15	<i>F&I Track on 1 CD-ROM – All sessions below plus Rental School & Compliance Session</i>	33-15	I Love My Job, It's the People I Can't Stand! .. Jody Urquhart
05-15	Ethics for the RV Professional ..Bill Koster	39-15	Service Isn't a Department - It's About the Attitude .. George Dans
10-15	Turning Declines into Dollars - The Importance Of Expanded Finance Options for Your Dealership .. John Haymond	45-15	Structure Your Service Department to be Profitable .. Don Tipton
20-15	A Fast Track for F&I ..Greg Artman	85-15	<i>Social Media/eMarketing Track on 1 CD-ROM – All sessions below plus Rental School and Compliance Session</i>
26-15	Chemical Treatments/Protectants: A Hassle or Bringing Home the Bacon? ..Wade Weiss	04-15	How Positive Reviews Drive Traffic to Your Dealership ..Peter Martin
32-15	Using Influence with Integrity in F&I ..Richard Moore	09-15	Creating a Killer Online Video Strategy ..Phil Sura
38-15	Fighting Fraud: Safeguarding Your Business .. Duane Bunn	15-15	Driving Service Revenue to Improve Vehicle Sales .. Peter Martin
44-15	Successful Menu Selling ..Robert A. Harkins	19-15	Social Media & Website Content Analysis and Strategy ..Colleen Malloy
82-15	<i>Parts Track on 1 CD-ROM – All sessions below plus Rental School & Compliance Session</i>	25-15	Digital Marketing - What's Now and What's Next .. Samantha Scott
07-15	Take on the Mass Merchandisers, the Internet and Win! ..Bob Clements	31-15	Five Myths About Search Engine Marketing .. Colleen Malloy
12-15	Customer Care and Use Seminars - A Path to More Parts & Accessory Sales ..Greg Dewalt	37-15	Digital Marketing for Dealers ..Rich DeLancey
16-15	Creating a High Performance Parts Department .. Bob Clements	43-15	Appeal to the Eye, Engage for the Buy - Leveraging Visual Selling Techniques ..Samantha Scott
22-15	Digital Marketing for Parts: Mine the Gold in Your Market ..Rich DeLancey	86-15	<i>Rental Track on 1 CD-ROM – All sessions below plus Rental School & Compliance Session</i>
28-15	Developing a Powerful BDC for Parts & Service .. Joni Stuker	04-15	How Positive Reviews Drive Traffic to Your Dealership ..Peter Martin
34-15	Can They Sell at the Counter Or Are They Order Takers? ..George Dans	09-15	Creating a Killer Online Video Strategy ..Phil Sura
40-15	Are We Hiring Customer Facing Employees In Our Fixed Operations Departments? ..David Foco	19-15	Social Media & Website Content Analysis and Strategy ..Colleen Malloy
42-15	Managing for Sales Success ..Doug Dvorak	25-15	Digital Marketing - What's Now and What's Next .. Samantha Scott
83-15	<i>Sales Track on 1 CD-ROM – All sessions below plus Rental School & Compliance Session</i>	29-15	Displaying Dynamic Leadership in Your Dealership: How to Succeed In Business - Just Count the Ways .. Doug Dvorak
03-15	Principle Centered Selling ..Randy Sobel	31-15	Five Myths About Search Engine Marketing .. Colleen Malloy
08-15	The Customer of the Future - Will Tomorrow's Customer Be Yours? ..Christine Corelli	37-15	Digital Marketing for Dealers ..Rich DeLancey
18-15	How to Sell to Women ..Christine Corelli & Doug Dvorak	41-15	Follow Me, I'm Right Behind You! How to Lead & Influence Others ..Jody Urquhart
24-15	Just Close It - If You Don't Close, You Lose .. George Dans	43-15	Appeal to the Eye, Engage for the Buy - Leveraging Visual Selling Techniques ..Samantha Scott
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36-15	Obtain and Surpass Your Goals Thru Effective Appointment Setting & "Self Generating"! ..Joni Stuker		
42-15	Managing for Sales Success ..Doug Dvorak		
84-15	<i>Service Track on 1 CD-ROM – All sessions below plus Rental School & Compliance Session</i>		
06-15	Turn Your Service Lane Into a Selling Lane .. Budd Blackburn		
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15-15	Driving Service Revenue to Improve Vehicle Sales .. Peter Martin		
21-15	Manage Your Shop by the Numbers ..Chuck Marzahn		
27-15	Habits and Practices of the Exceptional Service Advisor ..Don Tipton		

Missed a Session?
AudioPrint has a "Digital Library"
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Please inquire for details.

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 Phone: 727.375.7154 / Fax: 727.375.7445 * audioprint@verizon.net

Order Form – Technician Certification Preparation Courses

RV Service Technician Training and Certification Preparation Online Courses

COURSE ENROLLMENT FORM

Developed by RVIA and offered exclusively by the Mike Molino RV Learning Center, the two certification preparation courses help prepare working RV technicians for the Registered Technician and Certified Technician certification tests. Five continuing education courses provide technicians continuing education units (CEUs) upon completion. All content is provided online. Graphics, charts, and instructional videos address the specific needs of various learning styles. All courses include a final comprehensive practice test. The fee offers the technician access to the course for one year. There is a separate fee and application for certification testing.

1. Certification Preparation Courses

REGISTERED TECHNICIAN PREP COURSE addresses these core knowledge areas:

- | | |
|---|--|
| <ol style="list-style-type: none"> 1. Propane: how propane is stored in the RV, how it's delivered to appliances, and the materials and safety devices. 2. Basic Electricity: including Ohm's law manipulation, electrical diagram interpretation, and the use of basic test equipment. | <ol style="list-style-type: none"> 3. Interior: important fire, life, and safety information is explained, along with instructions for routine care and cleaning of interior services. 4. Technical: welding systems, and delivery inspection. |
|---|--|



CERTIFIED TECHNICIAN PREP COURSE helps prepare Registered Technicians for the Certified Technician test with a review of:

- | | |
|--|--|
| <ol style="list-style-type: none"> 1. Electrical: service power sources, wiring, and inspections and testing. 2. Brakes, Suspension, and Towing. 3. Plumbing: fresh water, waste water, and propane piping. | <ol style="list-style-type: none"> 4. Appliances: HVAC, refrigerators, and cooktops. 5. Generators: operation and control and components. 6. Hydraulics: components, controls, maintenance, etc.. 7. Exterior/Interior: body, roof, and slideouts. |
|--|--|

2. Continuing Education Courses (five CEUs per completed course)

- | | |
|---|--|
| <p>Code 1-APPLIANCES: propane systems tests, a/c, water heaters/ furnaces, refrigerators, and cooktops.</p> <p>Code 2-BODY: exterior and interior construction components, from types of construction to cleaning and replacing</p> <p>Code 3-CHASSIS: brakes, suspension, towing, hydraulics and slideouts.</p> | <p>Code 4-ELECTRICAL SYSTEMS: AC and DC power sources, 120 VAC & 12 VDC wiring distribution, inspection and testing, brakes and generators.</p> <p>Code 5-PLUMBING: fresh water distribution systems, waste water tests, holding tank and piping repair and maintenance.</p> |
|---|--|

3. Enroll The Technician(s) below: NOTE: Each technician must have a distinct email address that only he/she uses.	COURSE			Amount
	Registered Technician	Certified Technician	Continuing Ed. (enter code 1-5)	
Name <input style="width: 90%;" type="text"/> Email <input style="width: 90%;" type="text"/>	\$89	\$249	\$69/Each Code: <input style="width: 20px;" type="text"/>	\$ <input style="width: 30px;" type="text"/>
Name <input style="width: 90%;" type="text"/> Email <input style="width: 90%;" type="text"/>	\$89	\$249	\$69/Each Code: <input style="width: 20px;" type="text"/>	\$ <input style="width: 30px;" type="text"/>
Name <input style="width: 90%;" type="text"/> Email <input style="width: 90%;" type="text"/>	\$89	\$249	\$69/Each Code: <input style="width: 20px;" type="text"/>	\$ <input style="width: 30px;" type="text"/>
TOTAL				\$ <input style="width: 50px;" type="text"/>

OPTIONAL Provide progress reports and other notifications to the following supervisor:

Name/Title Email

4. Company Information

Company Name Phone

Address City

State/Prov Zip/PC Email

5. Payment Information

NOTE: Enrollments must be pre-paid in U.S. Funds. Fees subject to change without notice.

Check Enclosed: Payable to the Mike Molino RV Learning Center Charge my Visa MC 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: Mike Molino RV Learning Center, 3930 University Drive, Fairfax, VA 22030-2515 · Fax (703) 591-0734
 Call (703) 591-7130 to register by phone. Rev 1/17

Order Form – Distance Learning Network

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 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: _____

Moleno 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/>

7/2016

BACK CATALOG

Publications	Item #	Price (US\$) Member/NM
How to Value an RV Dealership; © 1996; 48 pp	I00DE	50.00/100.00
RV Dealers Safety Guide; © 1999; 24 pp	00DK	10.00/16.00
Reduce Turnover to Sell More; © 2000; 50 pp	00DJ	40.00/55.00
Improve Sales by Rebuilding or Renovating Your Dealership: Facility Layout Considerations; ©2000; 53 pp	00DF	75.00/125.00
Recreation Vehicle Weight & Tire Safety Handbook; © 2005; 87 pp	00DI	24.95/39.95
RV Vacation Cost Comparison Poster; set of 10	02VP	12.49
RV Vacation Cost Comparison Poster; set of 25	02VP1	23.49
RV Vacations Are Green Poster; set of 10	002RG-RV	12.49
RV Vacations Are Green Poster; set of 25	002RG-RV1	23.49
The Selling Cycle; © 2004; 26 pp	01SK	25.00/40.00
Turning Your Sales Force into Sales Consultants; © 1998; 24 pp	01SL	25.00/40.00
The Personality Qualities of a Top RV Salesperson: A Joint Study by Caliper & RVDA Education Foundation; © 1998; 11 pp	01SC	10.00/16.00
Increasing Customer Satisfaction; © 2000; 17 pp	01SA	25.00/40.00
Ultimate RV Salesperson: The Complete Guide to Selling Recreational Vehicles; © 2003; 122 pp	01SI	50.00/75.00
Lead Management 101: Building Your Business Through Effective Lead Management; © 2000; 8 pp	01SB	20.00/35.00
Ultimate RV Manager: Essential Tips for Turning Managers into Leaders; © 2003; 156 pp	01SH	50.00/75.00
Aftermarket Manual - Volume I: Visual Merchandising, Pricing, Signs, and Packaging; © 1997; 51 pp CD-ROM (PDF)	04AA	28.50/43.50
Aftermarket Manual - Volume II: Retail Operations and Merchandising; © 1997; 43 pp CD-ROM (PDF)	04AB	28.50/43.50
Aftermarket Manual - Volume III: Planning Your Store Renovation and Layout; © 1997; 47 pp CD-ROM (PDF)	04AC	28.50/43.50
Aftermarket Manual - Volume IV: Advertising, Promotion, and Service Department; © 1997; 48 pp CD-ROM (PDF)	04AD	28.50/43.50
Overfilling Protection Device (OPD) Poster; © 1998	05MH	14.00/20.00
IRS Tax Deductibility Decals (50 total); 8.5 x 5.5	02FB	26.00/54.00
IRS Tax Deductibility Posters; 17 x 11	02FA	1.50/2.50
Rental Operations Manual	03RB	150.00/250.00
How to Operate a Successful RV Rental Program Using Consigned Vehicles; © 1996; 14 pp	03RA	15.00/25.00



ORDER FORM

Please indicate RVDA membership: _____ Member _____ Non Member

(Photocopy this form for additional orders)

Item #	Title	Member Price	NM Price	Quantity	Total
Total Amount					\$

NOTE: Prices are subject to change without notice.

Payment Information (US Funds):

____ Send an Invoice – *Members Only!*

____ Check Enclosed (made payable to the Mike Molino RV Learning Center)

____ Credit Card – circle one (American, Express, Visa, MasterCard and Discover)

Name on Credit Card: _____

Billing Address: _____ Billing Zip: _____

Credit Card Number: _____ Expires: _____

Security Code: _____ Cardholder's Signature: _____

Shipping Information

Name: _____

Company: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Phone: _____ Fax: _____ E-mail: _____

Return form to RVDA, 3930 University Drive, Fairfax, VA 22030 or fax to (703) 591-0734.



For more information on the Mike Molino RV Learning Center and how to support its work, please visit the website at www.rvlearningcenter.com, or call 703-591-7130.

THE MIKE MOLINO RV LEARNING CENTER

3930 UNIVERSITY DRIVE

FAIRFAX, VIRGINIA 22030-2515

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