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MARCH 2015

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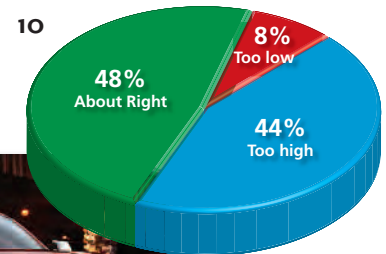
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This year's new Go RVing pennant flags will soon be on display at participating dealerships across the country. Participating retailers also get access to leads who are ready to buy now.



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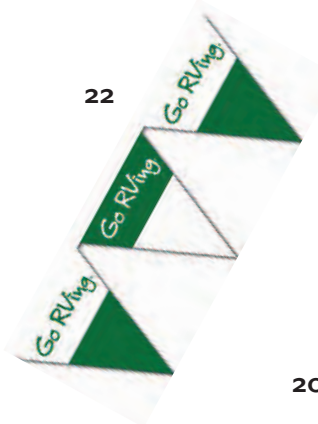


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Every Kid in a Park

By Phil Ingrassia, CAE, president

For more than 20 years, the American Recreation Coalition (ARC) has been a leader in alerting the nation to the decline in outdoor activity by America's kids.

ARC built this awareness by calling attention to the drop in park visits, the surge in obesity among youth, slowing bicycle sales, and dramatic increases in the hours kids spend staring at screens.

ARC built partnerships to get kids outdoors by offering ideas to parents, schools, youth organizations, and park agencies. ARC has united groups around action through Great Outdoors Month, which many RVDA members have supported over the years.

Go RVing has also emphasized the importance of active outdoor family travel with children in many of its national advertising and marketing initiatives.

Now ARC will help lead private-sector support for a coast-to-coast celebration of the National Park Service's centennial called Every Kid in a Park.

The National Park Service will be joined by all other federal land and water management agencies in a new and exciting effort to get every American fourth-grader to spend a day in a local, state, or national park or park-like setting for an experience that's educational and fun.

So what's the ROI for the RV and outdoor recreation community? Research has repeatedly shown that exposing kids under 11 to outdoor activities is critically important to their later-life participation. It's much easier to instill a lifelong love of camping in a child than in an adult. According to a recent Outdoor Foundation American Camping Report, half of all current participants camped before they were seven. A mere 13 percent took up camping after age 16. So it's

"It's much easier to instill a lifelong love of camping in a child than in an adult."

critical to get kids camping during their elementary school years.

Every Kid in a Park will seek to be more than just a one-day field trip. Fourth-graders across the nation will be encouraged to return with their families. And youth organizations will be invited to be ongoing partners, too, hopefully converting a spark of interest in the outdoors into a lifelong connection.

Fourth-graders were selected for a variety of reasons and in active consultation with the education community. In most states, fourth-grade curriculums align well with park visits – in history, science, and other aspects.

Federal support will include funding the cost of transporting many of the 4 million fourth-graders, as well as developing pre- and post-visit curriculum materials and serving as hosts during actual visits.

In outlining the initiative, park service director Jon Jarvis emphasized that Every Kid in a Park's success and sustainability will depend on a broad partnership. There will be opportunities to be part of the day that kids spend in the parks and chances to put materials into the backpacks of 4 million fourth-graders.

As the initiative moves forward, RVDA will inform its members of local opportunities to support Every Kid in a Park. It's an important mission to get kids, parents, and grandparents outdoors – preferably in an RV.

Thanks for your support!

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Supporting Our Customers After the Sale

By John McCluskey, chairman



The general focus of this month's issue is the RV after-market, which is an important part of keeping our growing RV customer base engaged with our dealerships for the long term. Retaining our existing customers while adding new ones will provide a solid base for continued dealership growth.

We are fortunate that virtually all the economic signals are working in our favor. However, while consumer confidence is improving, it appears to be somewhat fragile as evidenced by January's decline in retail spending. Part of the issue is that even with employment numbers headed in the right direction, the recessionary forces of the recent past are still influencing customer behavior. Political posturing and a lack of leadership in Washington, combined with continuing international conflict, create an environment of uncertainty. My experience has been that uncertainty causes consumer indecision, creating the strong but fragile conditions we are operating in. Many dealers are adjusting by moving forward with what I'd term "aggressive caution."

What all this means is that it's more important than ever to work on building long-term relationships with our customers versus simple transactional selling. Increasing competition in our market makes it harder for all of us to find and keep new customers. One of the best ways to make our dealerships stand out is by taking care of customers after the sale. It's those ongoing parts and service relationships we develop that keep customers returning to our dealerships.

The post-purchase relationship is impacted by both our after-sale dealership practices and the support provided by our manufacturers, suppliers, and other business partners.

There are steps we as dealers can take to improve that experience. Since we only have one chance to make a good first impression on customers, keeping the parts and accessory store clean and well organized is probably the most important step. When was the last time you took a fresh look at your store?

Are we doing all we can to give people what they need through merchandising and point of sale displays? We should make it a priority to use the promotion and advertising support offered by our distributors and suppliers. At our dealership, one of our key suppliers offered a brochure template that was very effective for our last show.

"One of the best ways to make our dealerships stand out is by taking care of customers after the sale. It's those ongoing parts and service relationships we develop that keep customers returning to our dealerships."

We can also serve customers better through improved communication between departments. Cross-selling between sales, parts, and service will build stronger customer relationships by giving people what they want and need to maximize their RV travel experience.

Manufacturers and suppliers must have the same commitment to our respective customers post purchase experience. Are we, as partners, doing all we can to get warranty work approved in a timely manner? Are we working together to get the right part the first time?

Last month, the investment firm R.W. Baird asked RV dealers to rate how parts and warranty support practices affect customer satisfaction.

Generally, dealers believe that current industry parts and warranty support practices have a negative impact on customer satisfaction, with 53 percent of dealers expressing this view. In comparison, just 14 percent of dealers believe that current parts and warranty support practices positively affect customer satisfaction.

I think we can all do better, don't you?

The articles in this edition can help us focus on the things we control – the customer experience at our stores. Then we need to work with our manufacturers and suppliers to continue to improve our customers' overall RV experience.

Thanks for your support.

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Dealer Inventories Expand Ahead of Show Season

By Thomas Walworth, Statistical Surveys/The Thrive Group

U.S. and Canadian dealer inventories expanded at rapid rates in November 2014 as September Open House-ordered units arrived on lots in advance of the winter retail show season, according to market research firm Statistical Surveys/The Thrive Group.

In the towables sector, almost twice as many units were shipped from factories to dealerships in November 2014 than were sold retail, resulting in an inventory index of 54.2. Motorhome inventories also expanded at a robust rate, as indicated by an inventory index of 75.2

The 12,477 towable RVs retailed by U.S. and Canadian dealers in November 2014 represented a 4.2 percent increase when compared with the 11,978 units sold to North American consumers in November 2013. (U.S. towable retail sales were up 6 percent in November 2014 and 9.3 percent during the first 11 months of 2014. In Canada, towable RV retail sales were down 12.5 percent in November 2014 and were 5.5 percent lower during the first 11 months of 2014.)

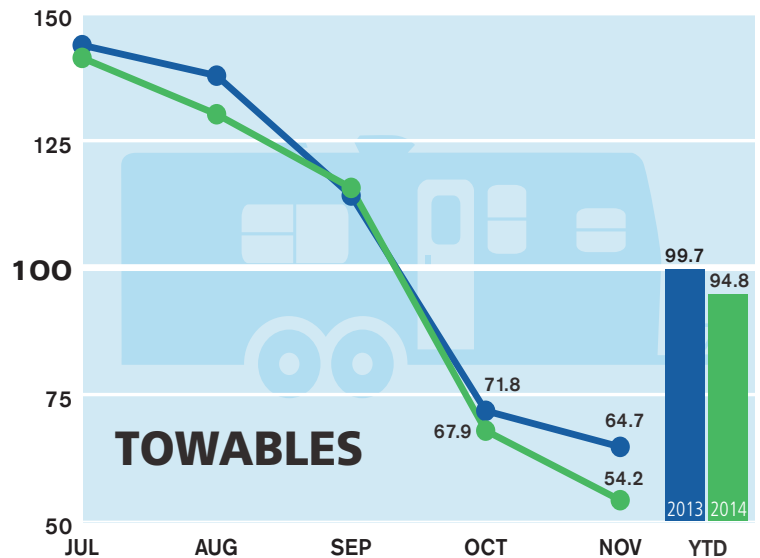
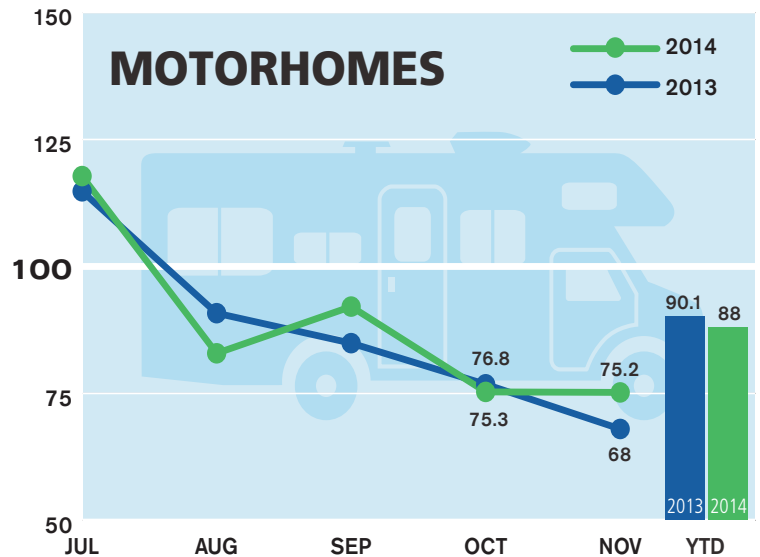
During the first 11 months of 2014, towables retail was up 4.9 percent to 272,366 units, compared with 259,647 units sold to North American consumers during the first 11 months of 2013.

Wholesale shipments of towables increased 24.3 percent in November 2014 to 23,000 units, compared with 18,500 units delivered in November 2013. During the first 11 months of 2014, towable shipments were up 10.3 percent to 287,432 units, compared with 260,500 delivered during the same portion of 2013.

In the case of motorhomes, 2,331 units were retailed in November 2014, a 14.3 percent increase over the 2,040 units sold in November 2013. (U.S. motorhome retail sales were up 14.2 percent in November 2014 and 15.1 percent during the first 11 months of 2014, while Canadian motorhome sales increased 4.1 percent in November 2014 and were up 1.6 percent during the first 11 months of last year.)

Meanwhile, motorhome shipments increased a modest 3.3 percent to 3,100 units in November 2014, compared with 3,000 units shipped during November 2013. During the first 11 months of 2014, motorhome shipments were up 16.9 percent to 41,388 units.

When the RV Inventory Index is below 100, there's an expansion of dealer inventories. When the index is above 100, there's shrinkage. If the industry sold a unit at retail for every unit delivered at wholesale, the RV Inventory Index would be 100.



Based in Grand Rapids, MI, Statistical Surveys/The Thrive Group tracks RV retail sales for the RV industry. For more information, contact Tom Walworth at (616) 281-9898. The Thrive Group is a partnership between Statistical Surveys and Spader Business Management. ■

Winter Quarter Towable RV Retail Remained Robust, Motorized Growth Cooled

By Jeff Kurowski

RV dealers reported the retail demand for towable RVs grew at a robust 13 to 15 percent rate during the three months ending January 31, 2015, while the demand for motorhomes continued growing, but at a noticeably slower four to six percent rate, according to a survey conducted by investment firm Robert W. Baird & Co. in partnership with RVDA.

The 13 to 15 percent rate of retail demand growth for towables during the seasonally weak November through January period followed an eight to 10 percent rate of growth during the previous quarter, according to Baird. Meanwhile, the four to six percent growth rate for motorized followed a 25 to 30 percent growth rate during the previous quarter.

The recent robust growth rates were reflected in the upbeat outlook expressed by several dealers. As one dealer told Baird, "The next two years for sales should be good, as fuel prices will be lower and interest rates should be somewhat stable."

And another dealer said, "We're coming off our best year ever and are projecting an increase for 2015."

However, other dealers expressed some caution. "The global economy does worry me," one dealer told Baird, "but consumer confidence is so positive that it's almost hard to believe the media."

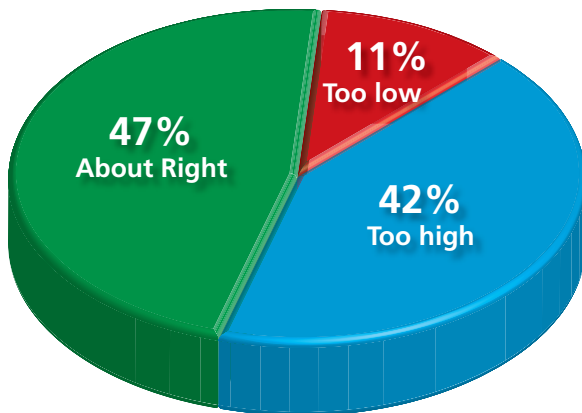
Another dealer said, "I would caution dealers not to go overboard this year. There are too many factors that can alter our plans and upset the apple cart. I just think we need to be smart and remember how we got into trouble just a few short years ago."

Here are some other highlights of the Baird survey:

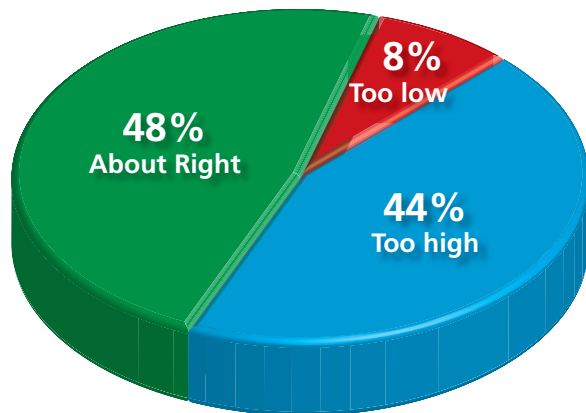
- Dealers' days supply of towable RVs was 119 days during the November-January period, down from 125 days for full-year 2014. At 119 days, towable inventory levels "appear reasonable," according to Baird.
- The days supply of motorhomes was 133 during November-January, well above last year's 112 days.
- Forty-two percent of dealers responding to the Baird survey felt their towable inventories were too high as of late January, while 11 percent believed they were too low.

- Forty-four percent of dealers said their motorhome inventories were too high as of late January, while only 8 percent believed they were too low.
- Used motorhome inventories were lean; 58 percent of respondents said their pre-owned motorhome inventories were too low.
- Used towables inventories were balanced; 39 percent said their inventories were too low, while 30 percent said they were too high.
- Seventy-one percent of dealers said promotional activity by towable RV manufacturers hadn't changed significantly from the same period last year. Another 20 percent felt towables builders were less aggressive with promotions, and nine percent said they were more aggressive.
- Fifty-six percent of dealers said motorhome builders' promotional activity hadn't changed significantly from a year earlier. Another 29 percent believed manufacturers were being less aggressive, and 15 percent felt they were being more aggressive. ■

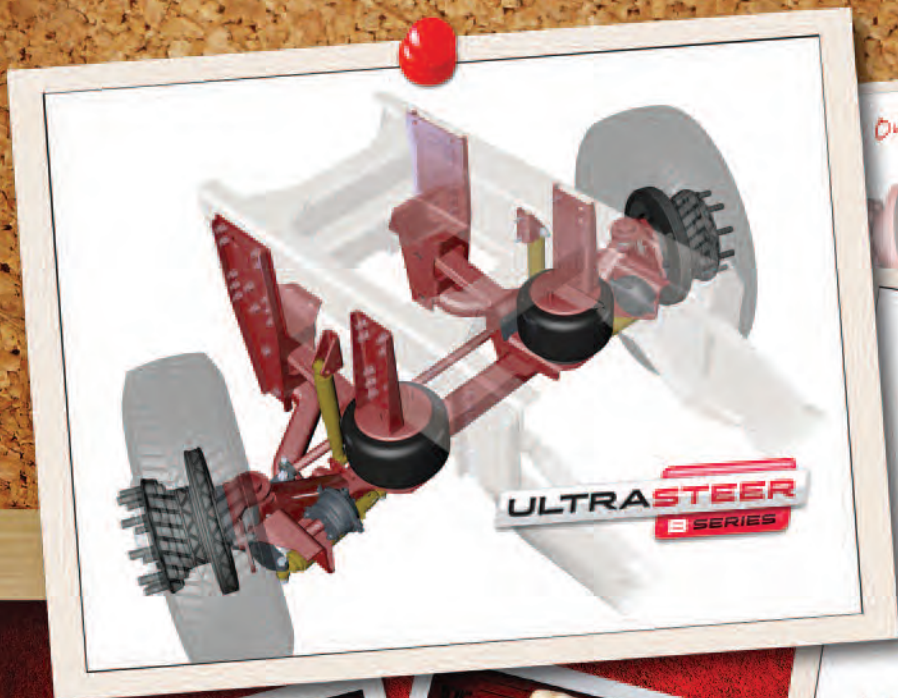
Towable RV Inventory Comfort Level



Motorhome Inventory Comfort Level



Source: Robert W. Baird & Co.



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NISSAN GETS SERIOUS ABOUT RV TOW VEHICLE MARKET WITH TITAN XD

By Jeff Kurovski

Automakers continued to emphasize towing capacity in their new pickup product introductions during the 2015 auto show season, including Nissan, which intends to become a serious competitor in the RV towing sector in a little less than a year from now.

At the Detroit Auto Show in January, Nissan showed a prototype of its **2016 Titan XD**, which will become available in late 2015/early 2016.

The Titan XD will be powered by a Cummins 5.0-liter V-8 turbo diesel with a six-speed automatic transmission that can generate 310-horsepower and 55 pound-feet of torque. More importantly to the RV community, the 2016 Titan XD pulled more than five tons of weight during tests in Arizona last summer.

Nissan will position the Titan XD between half-ton trucks such as the **Ford F-150** and **Chrysler Ram 1500**, and heavy duty models. Nissan officials told the *Los Angeles Times* that 150,000 buyers switch between the half-ton and heavy duty pickup segments each year.



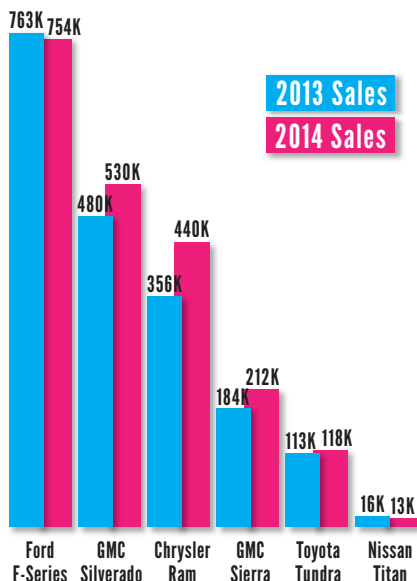
Nissan Titan XD



Nissan Titan XD

Nissan has been selling about 12,500 Titan pickups per year, largely because it has not been significantly updated since it debuted in 2004. As one auto writer said, the Titan has “more rings than a California redwood.”

Meanwhile, production models of the aluminum body Ford F-150 pickup made their first appearance during auto shows around the country this winter. The 2015 F-150 weighs 700 pounds less than the 2014 F-150, and can tow up to 12,200 pounds.



Chrysler Ram 1500

Ford officials at the Washington, DC, Auto Show in January said they will begin building an aluminum body Super Duty F-250 and F-350 in late 2016 or early 2017. Building light-weight, military grade aluminum bodies on these two models will have an even bigger impact on the RV market because they already have more towing capacity than the 2015 F-150. The 2015 F-350 regular cab DRW with four-wheel drive can tow up to 24,500 pounds.

Ford's F-series truck sales actually declined 1 percent in 2014, to 753,851 units, because the manufacturer had to temporarily shut down its Dearborn plant last fall to re-tool for the aluminum body F-150.

Meanwhile, General Motors' pickup sales climbed to 741,588 units last year as **Chevrolet Silverado** sales increased 10 percent to 529,755 units, and GMC Sierra sales climbed 15 percent to 211,833 units.



Ford F-150



Chevrolet Silverado

However, the biggest increase in 2014 was posted by FCA US LLC, formerly known as Chrysler Group LLC. Sales of its Ram increased almost 24 percent to 439,789 units.

Toyota Tundra pickup sales increased 5 percent last year to 118,493 units. ■

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“Tremendous Dealer Optimism” at D

Strong economy has dealers branching out into new products

By Mary Anne Shreve

Record-setting attendance at consumer RV shows, falling gas prices, and a hot retail market seem finally to have convinced RV dealers that the recovery is for real. As a result, they've been crowding distributor events this season, buying up new products and branching out into lines they haven't stocked before.

“The thing I've consistently noticed is the tremendous dealer optimism,” says Steve Holt, vice president of brand and corporate marketing at Coast Distribution System Inc. “If they were somewhat tenuous about the market a year ago, now they're embracing it. The RV shows have been so well

attended that the dealers are feeling optimistic. They believe the market will support their decision to get into new categories, and they're not reluctant to add inventory.” He says Coast is “seeing “double-digit growth in sales consistently” this season. Other distributors have also noticed the level of dealer optimism at their events. Tom Romero, director of sales and technical training for Cequent Performance Products, says the dealer seminars he conducts “have had more people this year than any other year I've done them – our attendance has just soared.”



before three-day weekends “where you have a lot of RV sales that come with hitch work, and you've got to get all of those installs done on time.” Cequent's new Reese Elite fifth wheel hitch for Ram pickups, which can be dropped in and installed in 30 to 45 minutes, has been popular at shows, says Romero.

Another market observation: As the baby boomers retire and take to the road in their RVs, they're driving a demand for more comfort-enhancing products. “Boomers have a higher expectation for their RV experience,” says Holt. “They're looking for higher-quality products. They don't necessarily want to



Market influencers

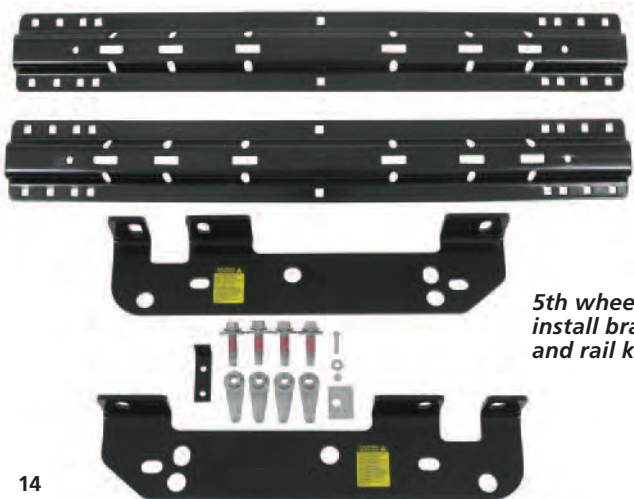
With towable RV sales growing by double digits, towing products such as sway control and weight distribution bars are selling well, say distributors. Romero says fifth wheel custom bracket and rail kits are hot because they cut installation time in half by eliminating the need to drill holes in the truck frame. Dealers are realizing the advantages of faster installation, especially during the typical crunch times just

cook with the cheapest cookware they can find, or minus the appliances they're used to having at home. People want better quality outdoor furniture that folds up neatly, a barbeque that will deliver a great steak, things that will help them expand their RV experience.”

Savvy dealers will cater to that trend, says Holt. “As an industry, we've ignored some of the creature comforts while focusing on the heavy-duty components.”



Purple Line remote-controlled trailer mover



5th wheel quick install bracket and rail kit

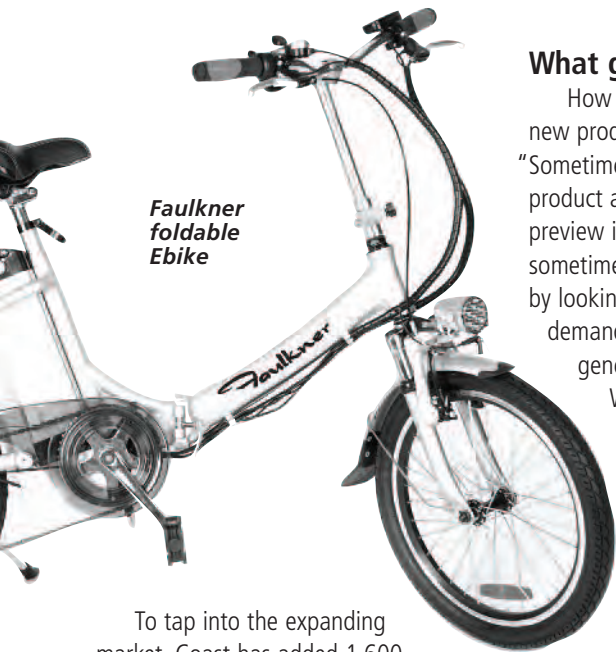


BAL Big Bad Foot Pad

Arcon LED lights in 12-volt configurations



Distributor Shows this Spring



Faulkner foldable Ebike

To tap into the expanding market, Coast has added 1,600 items, including categories new to the company, such as folding bicycles and grills. "And much to our surprise and delight, the folding bikes are selling very, very well," says Holt.



Sniff 'n' Stop rodent repellent

Another new influence on the RV aftermarket is Ford's aluminum F-150 pickup. More dealers are asking Romero about potential corrosion issues. Romero says Cequent's premium fifth wheel hitches have polypropylene strips that serve as barriers between steel and aluminum.



Bulldog 3500 lb. powered A-frame jack



What goes to the show?

How do distributors decide what new products to bring to their shows? "Sometimes we can get a sample of the product and take it to our dealers to preview it and see what they think, and sometimes our salespeople can just tell by looking at it whether there will be a demand for it," says John Perron, general manager of Northern Wholesale Supply. "Some new products we take to the show on a 'let's see what happens' basis, and they take off and we know we have a hit."

But not all "new" products represent new concepts or technology, says Perron. Some are existing products with

modifications, a catchy name, an attractive price, or all three – like the Big Bad Foot Pad, a stabilization product that's selling well for Northern Wholesale Supply. "Although foot pads aren't a new concept, this product is a little different," says Perron. Another hot, redesigned item is Thetford's portable waste holding tank, the Smart Tote 2, he says.

AFTERMARKET OBSERVATIONS:

- High level of dealer optimism and acceptance of new products
- Baby boomer-driven demand for better-quality products, luxury items
- Strong towables market translates into hot market for towing equipment



Coast Powerhouse 4,000 watt portable inverter generator with electronic fuel injection



Thetford SmartTote portable waste holding tank

Dometic Dri-Rac towel and shower bar



NRVIA Wants to Reduce the Risk Involved with Buying Pre-Owned RVs

By Jeff Kurowski

“Taking the unknown out of the used RV buying experience” is the motto of the National Recreational Vehicle Inspectors Association (NRVIA), which was founded a little more than a year ago by Terry Cooper. NRVIA trains independent third party inspectors to evaluate pre-owned RVs so that RV dealers have a better idea about what to offer for a trade-in and potential buyers have an accurate idea about a unit’s condition.

Previously, Cooper taught RV and solar energy technology courses at Texas Technical College, worked as director of service operations for RV dealership company ExploreUSA, and taught online RV technician classes for Northampton Community College in Pennsylvania. *RV Executive Today* recently interviewed him.

Q: Can you describe the need you saw in the market for RV inspections?

A: Banks, insurance companies, and individuals were contacting us, looking for someone who could provide an independent third party evaluation of a used RV they were considering purchasing or needed to sell. We were hearing comments that, if they had a home to sell, they could get a home inspection, but where could they find an independent inspection of an RV?

We discovered that over 65 percent of the used RVs being sold were being sold from one individual to another without being looked at by a dealership or service center. Folks were buying RVs because they liked the décor or the color of the curtains and just hoping they weren’t buying a money pit.

Extended service agreement companies were backing away from these individual sales because of the unknown risk. These companies were saying that if we

would bring them an unbiased independent inspection report showing an RV’s condition, particularly a motorhome – the fluid analysis of the engine, transmission and radiator, as well as the fluid analysis of the generator – then they’d be willing to provide coverage on these units.

It’s been said that if people enjoy the first RV they buy, they’ll buy seven units over their lifetime. But if that first unit is a disappointment, they’ll step away from the RV market and spend their money and time elsewhere. We were hearing folks say, “If I had only known ...”

Q: What do NRVIA inspectors look for? If something needs repairing, do they repair it, or can they recommend someone to make the repairs?

A: The NRVIA has specific items listed in its Standards of Practice that the inspector must evaluate. These standards are much more in-depth and detailed than what’s on the one- or two-page vehicle verification inspections that are currently being performed. The NRVIA certified inspector evaluates the RV’s overall condition and creates a report that’s frequently more than 75 pages with photos and remarks.

The certified inspector evaluates safety items by performing a timed pressure drop test for propane leaks and performs a hot skin test for stray voltages that might electrocute the users. The expiration dates and functioning of the propane, carbon monoxide, and smoke detectors are verified. Emergency exit windows and fire extinguishers are evaluated. The age, condition, and function of the various components of the roof, the sidewalls, slide outs, and the running gear are documented. The interior condition is documented for odors, appearance, and

condition. The appliances are evaluated for proper operation and installation of recall kits.

Motorhome engines, transmissions, radiators, and generators undergo fluid analysis to determine the fluid condition and are checked for the presence of metals and foreign materials that could indicate failure of components.

The certified inspector is bound by NRVIA’s code of ethics, so if items are found that need service or repair, the inspector is NOT permitted to perform the work, but must simply document it and recommend that the RV be taken to a qualified dealership, service center, or technician.

The code of ethics also says that an NRVIA certified inspector isn’t permitted to work on a unit for at least one year from the date of the inspection.

Q: How do you see inspectors fitting into the industry, and how might dealers benefit from NRVIA?

A: There’s a great need for independent RV inspectors, considering the volume of pre-owned RVs being sold privately. This volume will continue to grow as new-unit sales expands and creates more and more pre-owned units in the market.

We see the relationship between the dealership and NRVIA as a way to bring private buyers back to the dealership for extended service policies, service and warranty work. We also know if customers come to the dealership for service, many times they buy a new RV and trade in their current model.



NRVIA founder
Terry Cooper

continued on page 18

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Dealers whose technicians are already strapped can develop a contractual relationship with NRVIA Certified RV Inspectors that allows dealers to list their pre-owned equipment as "certified pre-owned" by a third party inspection source. This will speak loudly about the integrity of the RV dealer who grasps the value of providing excellence in value and service to the customer and, ultimately, the RV industry.

For years, auto dealers have been able to offer certified pre-owned vehicles at a higher price and receive better financing from lending institutions because customers perceive these vehicles to have a higher value and to provide peace of mind.

Q: Can NRVIA inspector members also be RV dealership employees or RV manufacturing company employees?

A: No. The independent, unbiased third party inspection can only become a powerful tool in the sale of pre-owned RVs if this division between dealership and inspector is maintained.

Q: So far, NRVIA inspector members are performing inspections in 12 states. Do any states require that they be licensed?

A: At this time there are no licensing requirements. The NRVIA is providing very strict ethics and standards

guidelines, and it's our hope that this will provide confidence in the industry as it grows.

Q: Is there any connection between RVIA and NRVIA?

A: No. There is no connection between RVIA and NRVIA, other than that our associations' initials are similar and that we use the same codes and standards to evaluate RVs. When we were looking for a name for our association, there were few word combinations that were still available for a web domain. So, we are the National Recreational Vehicle Inspectors Association with the domain of www.NRVIA.org. ■

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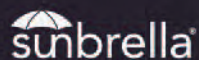
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THIRD IN A SERIES

The Society of Certified RV Professionals recently honored five individuals who have maintained their professional certifications for 10 years or more. The five received certificates and congratulations from RVDA leaders before a standing-room-only audience at the society's reception during the 2014 RVDA convention. This is the third part in *RV Executive Today's* series celebrating these individuals and exploring their reasons – and rewards – for remaining certified.

Jim Doll: “The Cost of Education versus the Cost of Not Educating”

By Tony Yerman

Jim Doll started out as an RV service technician and eventually became the service manager at Capital RV in Bismarck, ND, in 1989. He began his path to certification in 2002 by first passing the RV service writer/advisor certification test, followed by the service manager and warranty administrator tests.

As service manager, he has strived to get his technicians trained and certified, too. And since he expects them to maintain their certified status, he says, “it should be the same for me.”

Certification has given him self-confidence about his job and has helped him deal with his techs and other dealership employees. “It makes you feel like you really do know what you’re doing,” he says.



Doll expects his technicians – and himself – to maintain their training and certification.

The dealership hangs employee certificates in the service department waiting room, and “people spend time looking them over, so they certainly seem to be



Jim Doll, left, started as an RV technician and eventually acquired certification for the positions of service writer/advisor, service manager, and warranty administrator.

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interested in the certification of the service personnel,” says Doll. The training completion certificates are also on the wall “so customers can see what training we had to get certified.”

Doll has taken technician training through the FRVTA program and Dometic’s on-site training, and he also attends training seminars at industry distributor shows.

Capital RV rewards employees’ certification efforts with pay raises for certification levels and helps employees maintain certification by paying for continued education

training. Capital also mentions its certified employees on its website and in advertising.

Doll says that being recognized at the convention by the Society for Certified RV Professionals made him feel appreciated, and he thinks it’s a great idea to recognize professional achievement. To him, having educated employees is worth the effort. As he puts it, “a dealer can look at the cost to educate their employees or at the cost of not educating them.” ■

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Edited by RVDA staff

Dealers across the country are still signing up for the 2015 Go RVing Dealer program and receiving consumer leads generated by the industry's national advertising and marketing communications campaign.

Leads from the program can be sorted by purchase timeframe to make follow-up more efficient for the sales team. Dealers are also notified when leads are available and can set up custom notifications in the industry-only section of the Go RVing website.

For 2015, participating dealers will receive all-new, eye catching Go RVing pennants ideal for display at the dealership and special events. Each pennant flag is 11.5 inches wide at the top and 18 inches in length. Each string of ten pennants is 15 feet long. Dealers will receive the pennants starting this month.

The Go RVing dealer program also gives dealers, state dealer associations, and their agencies options to use professionally developed materials connected to the national campaign.



In addition to round-the-clock access to leads, dealers have access to:

- Commercials and stock footage for instant download – Target your local markets with taggable versions of the Go RVing national TV commercials, or create your own using the latest professional stock footage. Both are now available as downloads.
- Digital RV photos in the image bank at Go RVing.com – Go RVing dealers signed up for the program have free access to multiple high resolution images of consumers enjoying a variety of RVs. These images can be used in print and online advertising, on websites, for social media, and other promotional materials.

The Go RVing Coalition, formed in 1994, consists of RV manufacturers, component suppliers, dealers, and campgrounds. Go RVing works to provide the public and media with information about the benefits of RV travel and camping and to foster customer satisfaction with the RV experience.

The coalition was formed by representatives of the Recreation Vehicle Industry Association (RVIA), Recreation Vehicle Dealers Association (RVDA), National Association of RV Parks and Campgrounds (ARVC) and leading state RV and campground associations to distribute information about the benefits of RV travel and ensure the quality of RV products and services.

To sign up, visit www.rvda.org or email Chuck Boyd at cboyd@rvda.org or call him at (703) 591-7130 x113. ■

NEW HIRE TRAINING

FROM THE #1 RV SALES TRAINING COMPANY IN NORTH AMERICA



Kick start your new hires and keep them from burning ups!

This workbook and textbook package is designed for their first 20 days of employment. It includes daily assignments, required reading, online videos and supervisor reviews.

Regularly \$500
Now Only \$50*

Get RV Specific Training That Works With Your Schedule

Unlimited Training Online 24/7 RV Specific Courses

Increase your company's productivity with daily online training at www.sobeluniversity.com 253-565-2577



*\$50 applicable for dealers on contract. Contracts start as low as \$250/month. Call for details.

GET ON BOARD WITH GO RVING!

Away

is a place that can be as far as the horizon. Or as close as this afternoon.

The Go RVing dealer tie-in program is back...

and better than ever! The "Away" campaign returns to the emotion-driven family focus of past campaigns, along with continued emphasis on the affordability and accessibility of the RV lifestyle for multigenerational families. This optional program also gives dealers, state dealer associations, and their agencies options to use materials connected to the national campaign.

Here are the highlights:

Leads – Plus Program

24 hours a day, 7 days a week, Go RVing dealers signed up for the tie-in program can access via the Internet Go RVing leads that are prioritized according to the consumer's purchase timeframe.

Digital RV Image Library Pictures on GoRVing.com

Go RVing dealers signed up for the program have access to multiple all-new, high resolution images of consumers enjoying a variety of RV products. These images can be used in advertising, Yellow Pages ads, websites, and other promotional materials.

To give dealers maximum flexibility, the Go RVing Dealer Leads-Plus Program also features a menu of other promotional items. These items are available separately.

Get on board with Go RVing! Return this form TODAY!

Name: _____
Company: _____
Address: _____
City: _____ State: _____ Zip: _____
Phone: _____ Fax: _____
Email: _____
Dealer website: _____

Please enroll _____ dealership(s) at \$250 each.
Make checks payable to RVDA. Check here for leads delivered by U.S. mail.
Credit card (circle): VISA MC DISCOVER AMEX
Credit card #: _____ Exp. date: _____
Cardholder: _____ Security code: _____
Signature: _____

Fax to (703) 359-0152, or mail to RVDA, 3930 University Dr., Fairfax, VA, 22030. For more information, visit www.rvda.org or send an email to info@rvda.org



New 11th Edition Service Management Guide (Flat Rate Manual)

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

- The 11th Edition of the Service Management Guide offers extensive updates and additions provided by dealers, service managers, and technicians.
- Service Check Sheets provide a valuable reference for service managers and technicians.
- A great tool for working with extended service contracts.
- Available in 2 formats: printed on durable cardstock paper with a 3-ring binder, and as a searchable pdf document on CD-ROM.

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



Manual **or** CD-ROM:
 RVDA Members **\$175**
 Non-Members: **\$350**
Members save \$175!

Manual **and** CD-ROM:
 RVDA Members **\$290**
 Non-Members: **\$585**
Members save \$295!

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

New 11th Edition Service Management Guide (Flat Rate Manual)

Name: _____

Company Name: _____

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

Phone: _____ Fax: _____ E-mail: _____

RVDA Member Non-RVDA Member I'd like to order the: Manual: _____ copies CD-ROM: _____ copies

Total Amount \$ _____

PAYMENT METHOD (Please check one)

Check enclosed (payable to the Mike Molino RV Learning Center) Send an invoice (members only)

Credit Card: Visa MasterCard Amex Discover

Card Number: _____ Security Code: _____ Expires: _____

Name on Card: _____ Signature: _____

Billing Address: _____ Billing Zip: _____

ONLINE TRAINING WITH FRVTA'S DISTANCE LEARNING NETWORK

The DLN offers your dealership:

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

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

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



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

The DLN offers online training for:

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

DEALERSHIP REGISTRATION

Company Name: _____

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

Phone: _____ Fax: _____

Mentor Name: _____ Phone: _____

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

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

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

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

PAY BY CHECK OR MONEY ORDER PAY BY VISA OR MASTERCARD

Name on Credit Card: _____ Card Number: _____

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

Card Holder Signature: _____



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: 2015-2016 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.*

Enclose 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 in College"
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 email to info@rvda.org

Applicant's Name: _____
Address: _____
Phone: _____ Email: _____

Sponsoring RV-related Company: _____
Address: _____
Phone: _____ Email: _____

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

College Attending in 2015-2016: _____
Address: _____ 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 below, 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 3, 2015. 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 email info@rvda.org.



RVDA Endorsed Products

Certified Green RV Program TRA Certification Inc.

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

TRA, the leading third-party green certification company, through its "Certified Green RV Program," measures, evaluates, and certifies RV manufacturers and verifies vendors for energy efficiency and environmental friendliness. This program empowers dealers to guide environmentally-conscious consumers in making better-informed decisions about their RV purchases, leading to increased customer satisfaction.

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 RVDA members an annual savings averaging 10-to-15 percent on each Visa and MasterCard swipe 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 in the event they are unable to work due to a covered accident or illness.

Emergency Roadside and Technical Assistance Coach-Net

www.coach-net.com

dealersales@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 provides dedicated service using over 150 employees with advanced communications technology tools combined with an extensive database of more than 40,000 service providers. The company

employs trained Customer Service Agents and RVDA-RVIA/ASE Master Certified Technical Service Agents.

Employee Testing Caliper Corp.

www.calipercorp.com

Ralph Mannheimer

rmannheimer@calipercorp.com

(609) 524-1214

For nearly a half-century, Caliper has consulted with over 25,000 companies on improving every aspect of their workforce – from hiring and selection to employee development and succession management. Starting with accurate, objective insights our consultants gain from our time-tested personality assessment, the Caliper Profile, we are able to help our clients reduce the high cost of turnover, help first-time managers excel and create solutions that are tailored, practical and adaptable. Whether you are looking to hire top performers, develop talent, build teams or transform your organization, we can help.

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 Insurance Mass Marketing Insurance Consultants Inc. (MMIC)

www.mmicinsurance.com/RVDA/

quotes@mmicinsurance.com

(800) 349-1039

MMIC contracts nationally with a number of health insurance companies to provide a wide variety of benefits. MMIC creates a customized insurance program best suited for individual dealerships. Coverage is available to individual members and those 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.

Hiring Tools Employment Network- A Careercor Company

www.employmentnetwork.net

(718) 307-6258

The Employment Network is a network of pay-for-performance job sites. Its flagship site, FindTheRightJob.com, reaches more than 5 million job seekers monthly. Employers can drastically reduce their cost-per-hire by using The Employment Network's FindTheRightJob.com portal and other sites. Employers set the job requirements and only pay for candidates that meet them.

Lead Qualifier Program Customer Service Intelligence Inc. (CSI)

www.telcsi.com

bthompson@telcsi.com

(800) 835-5274

The Scene: High Inventory-Low Sales. The Need: More Sales-New methods to meet circumstances. The Solution: CSI's Lead Qualifier Program. How it Works: Your sales leads are sent to CSI immediately following initial contact with your sales staff, either in the showroom or by phone, website contact, Go RVing leads, and anywhere else you might acquire leads. CSI then makes a personal phone call to each lead, captivating their attention before your competitor does and establishing impressive rapport! 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!

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 for dealers needing to determine the average market value for used RVs. A new online program, RV Connect, is also available that 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 Con-way Freight. Visit our website for more information and to enroll.

Software & Consulting Services KPA

www.kpaonline.com

ccreuziger@kpaonline.com

(303) 228-2383

KPA provides consulting services and software to more than 5,100 automotive, truck, and equipment dealerships. Its Environmental Health & Safety product line provides on-site, on-call, and online services. Its Human Resource Management software, a total HR solution designed in collaboration with leading labor and employment attorneys, ensures your business is in complete compliance with state and federal regulations. Users have access to on-demand advice from attorneys with expertise in the RV industry.

Visit www.rvcareers.org

RV dealers can access resumes and post job openings through a partnership with Boxwood Technology at www.rvcareers.org.



RV TECH CERT PREP COURSES



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

Just getting started?

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

REGISTERED TECHNICIAN

Course A. \$89

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

Already a Registered Technician?

Choose Your Path:

CERTIFIED TECHNICIAN PREP COURSE

Course B. \$249

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

CERTIFIED SPECIALIST PREP COURSE

Course C. \$69/specialty

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

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

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

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

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

Company _____

Address _____

City/State/Zip _____

Phone _____ FAX _____

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



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

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

Name _____ Email _____ Course _____ \$ _____ *

Name _____ Email _____ Course _____ \$ _____ *

Name _____ Email _____ Course _____ \$ _____ *

Name _____ Email _____ Course _____ \$ _____ *

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

Name _____ Title _____ Email _____

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

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

Cardholder Name _____ Billing Address _____

Acct # _____ Exp _____ Security Code _____

Cardholder Signature _____

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

Call (703) 591-7130 to enroll by phone.

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 01/08/13 - 01/07/15*	Total Lifetime Pledge	Last Contribution	Received From	Contributed 01/08/13 - 01/07/15*	Total Lifetime Pledge	Last Contribution
MAJOR GIFTS active donors* with cumulative donation or pledge of \$25,000 or more							
Newmar Corporation	\$50,000	\$260,000	10/31/13	McClain's RV Superstore	\$6,000	\$42,000	06/30/14
Protective	\$83,953	\$194,916	01/07/15	Pan Pacific RV Centers, Inc.	\$2,000	\$41,500	10/20/14
RVDA of Canada	\$25,000	\$175,000	12/18/13	RVAC	\$12,000	\$38,000	12/20/13
Bank of America Merrill Lynch	\$5,000	\$173,000	04/29/13	Reines RV Center, Inc.	\$6,500	\$31,525	12/31/14
Tom Stinnett Derby City RV	\$1,000	\$102,500	12/12/14	Diversified Insurance Mgmt. Inc.	\$6,600	\$31,200	12/23/14
PleasureLand RV Center, Inc.	\$14,500	\$96,850	01/05/15	Pikes Peak Traveland	\$1,200	\$31,200	11/21/14
Horsey Family Memorial Fund	\$2,000	\$70,000	06/26/14	Bill Thomas Camper Sales, Inc.	\$5,000	\$31,000	03/12/14
Bill & Kristin Fenech	\$10,000	\$62,500	09/24/14	Paul Evert's RV Country, Inc.	\$2,000	\$30,000	06/24/14
Campers Inn	\$16,000	\$61,000	12/15/14	Tiffin Motor Homes, Inc.	\$5,000	\$28,500	03/24/14
Ron & Lisa Fenech	\$10,000	\$60,000	10/08/14	Avalon RV Center	\$1,000	\$26,500	04/12/13
Byerly RV Center	\$6,000	\$52,000	01/10/14	Holiday World of Houston	\$1,000	\$26,000	06/17/14
Fogdall Family Fund	\$6,000	\$43,100	03/05/14	Bill Plemmons RV World	\$5,000	\$25,000	06/13/14
CHAMPIONS active donors* with a cumulative donation or pledge between \$2,500 and \$24,999							
Jayco	\$5,000	\$23,500	12/08/14	Burlington RV Superstore	\$1,250	\$6,250	12/09/14
Dixie RV Superstore	\$5,000	\$20,000	03/21/14	Madison RV Supercenter	\$1,000	\$5,500	09/02/14
Earl Stoltzfus	\$10,000	\$20,000	08/30/13	Camperland of Oklahoma, LLC	\$1,000	\$5,350	06/26/14
Greenway, Inc. (Rte 66 Dealer)	\$1,550	\$19,850	12/22/14	Webster City RV, Inc.	\$2,000	\$5,100	05/05/14
Wilkins R.V., Inc.	\$3,000	\$19,600	06/26/14	Don Clark	\$5,000	\$5,000	10/24/14
Alpin Haus	\$1,500	\$18,500	06/24/14	Don Gunden	\$5,000	\$5,000	12/31/14
Rivers RV	\$250	\$17,600	05/31/13	Bob and Amy Martin	\$5,000	\$5,000	12/16/14
Hartville RV Center, Inc.	\$2,250	\$15,750	06/10/14	Minnesota RVDA	\$5,000	\$5,000	01/11/13
MBA Insurance, Inc.	\$1,000	\$15,100	05/17/13	Topper's Camping Center.	\$1,250	\$4,250	11/25/14
AIRXCEL RV Group	\$2,500	\$13,000	10/27/14	Best Value RV Sales & Service	\$2,000	\$3,750	05/12/14
Mike and Barb Molino	\$275	\$11,586	01/24/14	Phil Ingrassia	\$2,500	\$3,500	12/29/14
Little Dealer, Little Prices	\$6,000	\$11,050	12/11/14	Myers RV Center, Inc.	\$1,500	\$3,500	06/25/14
Affinity RV Service Sales & Rentals	\$3,000	\$11,000	06/24/14	J. D. Sanders, Inc.	\$500	\$3,250	07/28/14
United States Warranty Corp.	\$2,000	\$10,250	04/30/14	RCD Sales Company, Ltd.	\$1,000	\$3,250	08/11/14
Great Lakes RV Association	\$10,000	\$10,000	02/28/13	United RV	\$100	\$3,100	11/25/14
Rich & Sons Camper Sales	\$4,000	\$10,000	11/14/13	A World of Training	\$3,000	\$3,000	11/20/13
Folsom Lake RV Center	\$2,700	\$9,700	12/16/13	All Valley RV Center	\$1,000	\$3,000	11/10/14
Motley RV Repair	\$1,000	\$9,075	09/13/13	RV Outlet Mall	\$250	\$2,550	06/05/13
Curtis Trailers	\$1,250	\$8,250	06/30/14	Alliance Coach, Inc.	\$500	\$2,500	04/11/14
Circle K RV's, Inc.	\$750	\$6,750	08/22/14	Crestview RV Center	\$500	\$2,500	12/18/13
Hayes RV Center	\$1,550	\$6,650	12/15/14	Onsite Temp Housing	\$500	\$2,500	05/08/14
LEADERS active donors* with a cumulative donation or pledge between \$1,000 and \$2,499							
The Trail Center	\$850	\$2,450	11/21/14	Skyline RV & Home Sales, Inc.	\$750	\$1,500	07/14/14
Hilltop Trailer Sales	\$500	\$2,122	06/11/13	Schaap's RV Traveland	\$1,000	\$1,350	12/19/14
Noble RV, Inc.	\$1,005	\$1,905	11/20/14	Candys Campers	\$250	\$1,300	08/12/14
Northern Wholesale Supply, Inc.	\$1,000	\$1,750	12/12/14	Bill Mirrielees	\$500	\$1,000	04/30/14
Steinbring Motorcoach	\$500	\$1,750	12/03/14	Tom Manning & Associates	\$1,000	\$1,000	07/11/14
Dinosaur Electronics	\$900	\$1,650	06/18/14	NERVDA	\$1,000	\$1,000	11/23/14
Out of Doors Mart, Inc.	\$750	\$1,500	11/03/14	Prime Time Manufacturing	\$1,000	\$1,000	12/30/14
BENEFACTORS active donors* with a cumulative donation or pledge between \$500 and \$999							
Beckley's Camping Center	\$500	\$750	06/17/14	Niel's Motor Homes	\$250	\$500	06/11/14
Camp-Site RV	\$250	\$750	01/13/14	Ocean Grove Supercenter	\$500	\$500	06/04/14
Bell Camper Sales	\$300	\$550	09/09/14	Tennessee RV Sales & Service, LLC	\$500	\$500	11/25/14
Holiday Hour, Inc.	\$200	\$500	03/24/14				
SUPPORTERS active donors* with a cumulative donation or pledge between \$100 and \$499							
American Guardian Warranty	\$400	\$400	01/01/15	Keepers RV Center	\$100	\$100	12/10/14
Modern Trailer Sales, Inc.	\$250	\$250	06/04/14	Mike Thompson's RV Super Stores	\$100	\$100	08/12/13
South Haven RV Center	\$250	\$250	05/12/14	Northwest RV Sales	\$100	\$100	08/04/14
C.S.R.A. Camperland	\$200	\$200	12/12/14	RV Share	\$100	\$100	12/31/14
Happy Camping RV	\$100	\$200	11/07/13	Setzer's World of Camping, Inc.	\$100	\$100	02/21/14
Black Book RV Value Guide	\$100	\$100	10/24/14	Starr's Trailer Sales	\$100	\$100	11/25/14
John Peak	\$100	\$100	10/03/13				
ENDOWMENTS							
Kindlund Family Scholarship		\$270,000					

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

THE RV Industry's

CENTRAL TRAINING CALENDAR

<< Back April 2015 Fwd >>

Sun	Mon	Tue	Wed	Thu	Fri	Sat	4
ONGOING ONLINE EVENTS: Technician Certification Self-Study Prep Course FRVTA's Distance Learning Network - Training for Every Position at Your Dealership Customer Service Training through FRVTA's DLN Service Writer/Advisor Training through FRVTA's DLN				1	2	3	4
Show Online Events	Show Online Events	Show Online Events	Show Online Events	Show Online Events	Show Online Events	Show Online Events	Show Online Events
5	6	7	8	9	10	11	
Show Online Events	RV Liquid Propane Systems Show Online Events	Show Online Events	Show Online Events	Show Online Events	Show Online Events	Show Online Events	Show Online Events
12	13	14	15	16	17	18	
Show Online Events	RV Inspector/RV Maintenance Tech Training Show Online Events	Kelly Enterprises 3-Day Financial Center Seminar Show Online Events	Show Online Events	Show Online Events	Show Online Events	Show Online Events	Show Online Events
19	20	21	22	23	24	25	
Show Online Events	Show Online Events	Aqua-Hot Service Technician Certified Training Class Show Online Events	Show Online Events	Show Online Events	Show Online Events	Show Online Events	Show Online Events
26	27	28	29	30			
Show Online Events	Show Online Events	Show Online Events	Show Online Events	Show Online Events			

Go RVing

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

RVDA Welcomes Our Newest Members 1/15/15 - 1/31/15

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Greenville, WI
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Kansas City, MO

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Freightliner www.freightlinerchassis.com	11	Sobel University (253) 565-2577	22
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