

RV TECHNICIAN



PUBLISHED BY THE RVDA EDUCATION FOUNDATION'S

June/July 2011



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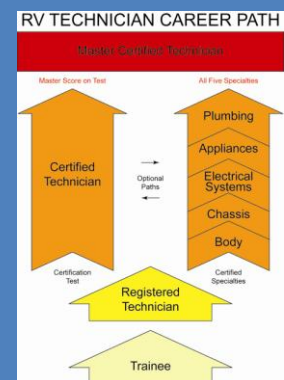
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There's More Than One Path To Certification

Encouraging RV technicians to certify—and recertify—has been a longtime mission of RVDA and the RV Learning Center. Certification elevates both the individual and the field. Training improves a tech's skill level and efficiency, making him or her more valuable to the dealership. Work performed correctly the first time boosts customer satisfaction and elevates the image of the profession. Earning the right to call oneself a master certified RV technician brings personal satisfaction and a sense of achievement.

In fact, RVDA's board of directors believes certification is a necessary part of the RV industry's evolution. Manufacturers, dealerships, and consumers depend on increasingly skilled techs to, literally, keep things rolling. To make certification easier to reach, RVDA and RVIA recently approved a career ladder that will offer two different paths—one via five certified specialties and one via the current overall certification test. For more details, read "RVDA and RVIA OK Revised Career Ladder For RV Technicians."

Even protectors need protection. I'm referring to slideout toppers, which keep debris and damaging sun rays off slide

rooms. Toppers need cleaning and adjusting monthly, says Dometic's Mark Wolschlager, who contributed "Keeping Slide Toppers In Top Shape" this month. Wolschlager's article includes step-by-step diagrams to keep you on track.

Next up is "Overcoming Wiring Gremlins," which discusses three wiring methods for vehicles that are towed behind a motorhome. Find out why more techs opt for the bulb and socket approach.

Occasionally, an RV has a dire-sounding problem that turns out to be remarkably easy to repair. Tony Yerman was driving a customer's 1970 motorhome to his shop for maintenance when the problem noisily manifested itself. It got worse once Yerman had the motorhome in his service bay. But the solution was elegantly simple. Read "Top This," then jot down *your* story about an unusual repair and e-mail it to me.

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Keeping Slide Toppers In Top Shape

By Mark Wolschlager, Dometic Group

Summer is a good time to take a look at slide toppers and window awnings and make sure they're in good working order and functioning as intended. Slide toppers are designed to keep debris off the top of the slide room. This starts with a fabric that is well-maintained. Since slide toppers are exposed to the elements whenever slide rooms are extended, it's important to clean the fabric on a frequent basis. I recommend once a month, depending on use.

Fabric cleaning tips for both side toppers and window awnings:

For **vinyl** fabrics, mix ¼ cup of dish soap and ¼ cup of bleach with five gallons of fresh water. Flush the fabric with this mixture to ensure that the fabric is completely wet. Then roll the fabric up and let sit for five minutes.

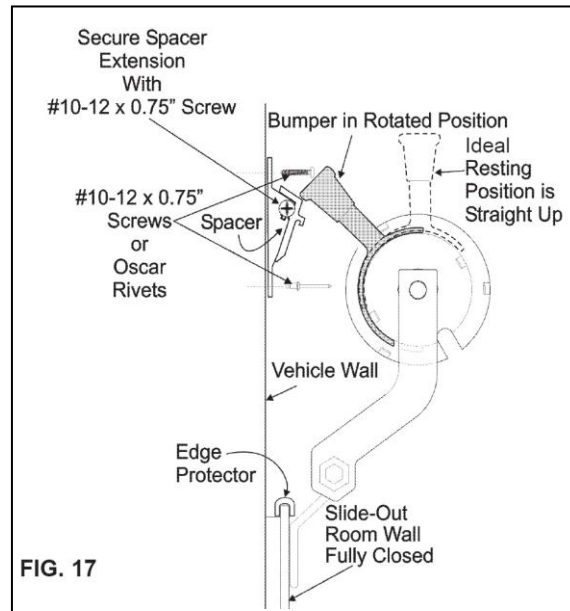
Spray the fabric off using a garden hose—**not** a high-pressure washer! This process may need to be repeated, depending on how dirty the fabric is. To remove spots, simply use soap and water.

Note: Do not use household cleaners, mildew removers, or hard bristle brushes! Also, if the slide room is going to be retracted after cleaning, make sure the fabric is completely dry after cleaning!

For **acrylic** fabrics, simply spray the fabric off with water. Use K2r spot remover on spots.

Checking the anti-billow bracket for slide toppers

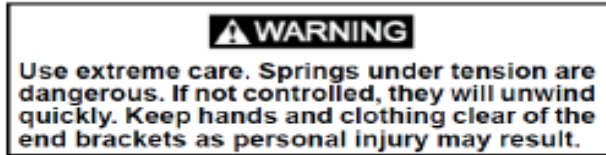
To check for proper installation, it is necessary to retract the slide room. The billow bracket, shown in **figure 17**, can be installed on either end of the slide topper. With the slide room closed, rotate the slide topper towards the coach wall. The billow bracket should come in contact with the bumper attached to the side of the coach. If not, it may be necessary to adjust the bumper.



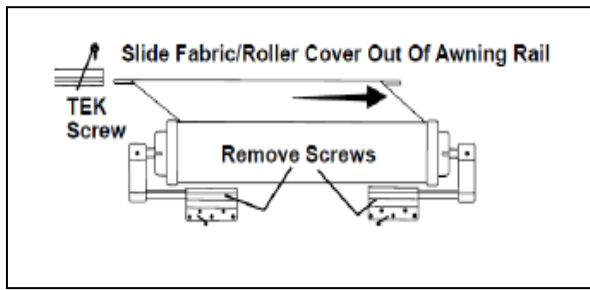
Checking for proper tension on slide toppers

Next, inspect to make sure the torsions are in good working order. Inspect the left side, rotate counter clockwise. The torsion will have quite a bit of resistance and should take effort to rotate the tube. If the tube

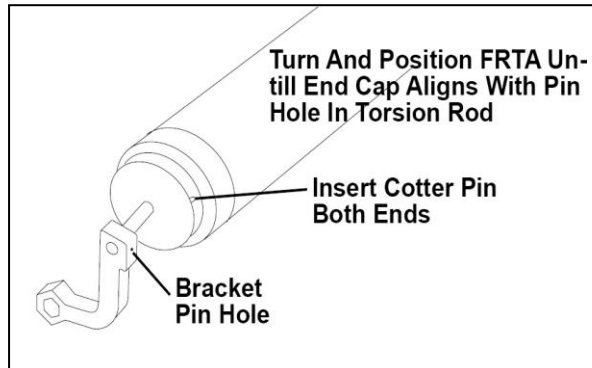
rotates easily or the fabric is not very tight, it may be necessary to add tension to the torsion. Inspect the right side by rotating clockwise.



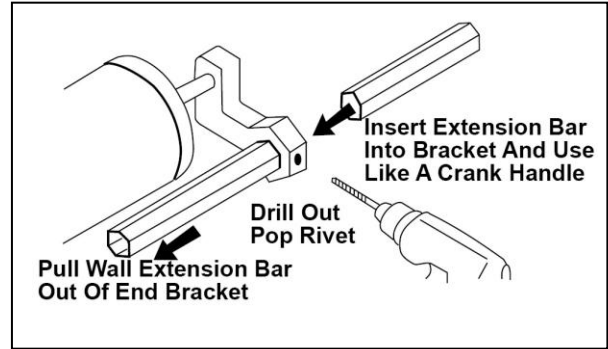
To add torsion, first remove the two TEK screws located on the awning rail:



Next, you must pin the torsions to safely remove tension. Use a 7/64" x 2-3/4" cotter pin:

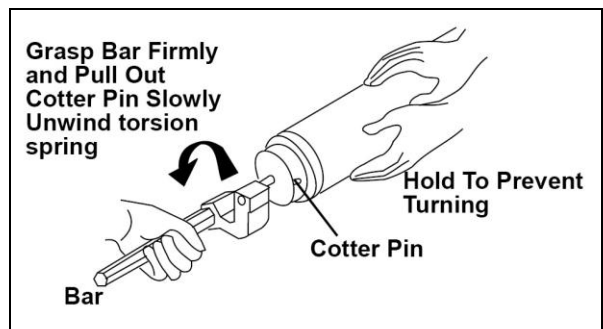


Once both the right hand and left hand torsions are safely pinned, remove the pop rivet or screw that secures the hex bar to the torsion:

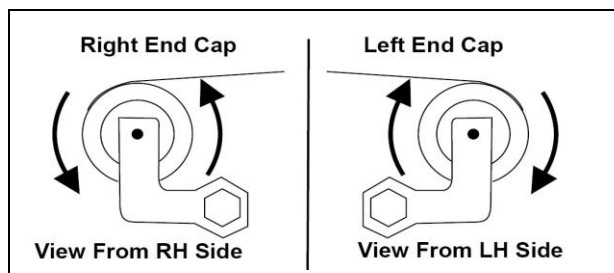


The slide topper is now safe to remove from the side of the coach. It will be necessary to slide one leg off at a time. This requires two people and two ladders.

Two people are required to unwind the torsion. Have one person hold the tube tightly and the other grasp the hex bar and rotate in order to remove the cotter pin. With the cotter pin removed, carefully unwind the tension:



With the tension completely off, rewind the left hand torsion clockwise and the right hand counterclockwise and place 13 turns of tension on both the left and right hand torsions:



Reinstall the slide topper in reverse order and secure the slide topper torsion brackets to the hex bars. Use a pop rivet to secure.

Run the slide room in and out a few times to properly align the fabric. Once realigned, reinstall the tek screws.

It's important to properly maintain slide toppers and window awnings. With proper care and maintenance, these products will give the customer years of good service.

Mark Wolschlager is a sales representative for Dometic Group.

RX For ROs

Time spent with the customer upfront pays dividends for the technician and the bottom line.

By Gary Motley



Spending time gathering information from the customer at his RV will ultimately speed up the repair process.

The service write-up should always occur in and around the RV and should be a multi-step process that makes customers feel the shop is both committed to ensuring their repair and is technically capable of handling it. Customers should also believe that they're getting value for the money they're being asked to spend.

The professional write-up will also satisfy the technician that each listed concern actually exists and provide enough information to put him or her on an appropriate diagnostic path. The tech also needs to know that enough money has been procured to get the job done efficiently and correctly.

Professionals set aside enough time to make a thorough examination of all concerns with the customer present. They also have product knowledge of all components, including why the vehicle contains the component, how the component works, attributes of the component, typical problems and fixes of the component, and related costs.

Thoroughly document each concern, including the customer's description of the problem and the conditions under which the problem occurs. And ensure that adequate time and pay have been established up front so that the job can be completed without interruptions for overloading

conditions and customer authorizations for more money.

Here's my eight-step process for writing ROs.

- **Acknowledge customers promptly.** Give a quick and friendly greeting. I want to stress the importance of a smile. Service customers come to your dealership because they have problems, and not acknowledging them as they enter the service office adds to their frustration.
- **Listen with interest.** Customers have usually had hours or even days to think about what they're going to say when they get to your shop. Let them relay it all, even if you know what they're going to say. Interrupting them just frustrates them even more. When the wind in their proverbial sail is gone, it's your turn to talk.
- **Ask questions and document the answers.** Technicians rely on the RO for clues that will lead them to the correct fix. Key questions need to be asked: What—A description of the problem. "Noise" doesn't say much. Defining the noise as loud, soft, clunky, or tinny helps clarify. Where—Explain where the concern is located, such as the driver's side top, front quarter. When—What conditions seem to spark the problem? These may include temperature, length of time running, and other variables. Remember: "when" is the most critical element to a successful duplication process. How long—Long-ignored problems may require component replacements. Who—It may be necessary to contact someone other than the person who attempted to explain the concerns.

Finally, always ask if anyone else has already worked on the problem. If so, they may already have tried various fixes and replaced parts. Customers scold service advisors for replacing a part that someone else recently replaced. There is no way to recover credibility after that. Request a copy of the previous invoice related to a failed fix.

- **Update customer information.** Your customers' contact information continuously changes, so use service visits to update phone numbers, home and work addresses, names, and e-mail addresses.
- **Confirm the concern and thoroughly examine the RV.** Does the concern really exist, or is a little consumer education in order? What related components might affect the problem? Can the advisor or ramp tech fix the problem on the spot? Does the shop have the skills to fix each concern? Are the needed parts typically stocked?

Confirming concerns and making accurate estimates takes comprehensive RV knowledge. Professional service advisors are ongoing students of product, continuously studying the many unique components of the RV to ensure up-to-date knowledge. Give the customer an estimate of time and cost before going on to the next step.

- **Determine other needs.** More often than not, the RV also needs other repairs or parts such as: tires, chassis maintenance, drive train maintenance, lights and lenses, plumbing maintenance, battery maintenance, wipers, glass repairs, air conditioner maintenance, towable

suspension and safety checks, state inspections, genset service, interior and exterior appearance reconditioning, and manufacturer recalls and updates.

Check sheets, maintenance menus, inspection worksheets, maintenance logs and price sheets are important tools for identifying other needs and their costs. Keep handy frequently-used tools and meters for analyzing the need for other repairs. Consider repairing simple items when possible. Do your customers a favor by identifying needed maintenance. Many customers know about car maintenance but aren't as familiar with RV maintenance.

- **Close all agreements.** Agreements on the promised delivery time and estimated cost have to be confirmed with a signature on a document. To avoid misunderstandings about warranty coverage and payment, also determine how the customer will pay.

- **Thank the customer and present your business card.** Don't shortcut the time you spend with customers at the beginning of the service transaction. I noticed during a recent visit to a dealership that the service advisors weren't allowing adequate time for each write-up, and as a result, there were problems resulting from the lack of



Document everything: the customer's concerns, whether anyone else has worked on the unit, estimates for the repair cost and delivery time, and updated customer contact information.

documentation. This reminds me of the adage that there's never enough time to do it right but always enough time to do it over.

Gary Motley is owner of Motley RV Repair in Oklahoma City. He is a master certified RV technician and a member of the RV Technician advisory board. He can be contacted at rvrepairs@aol.com.

Overcoming Wiring Gremlins

By Blue Ox

The popularity of towing an automobile behind a motorhome has increased by leaps and bounds over the past 10 to 15 years. Unfortunately, the "gremlins" associated with wiring two vehicles together have also thrived.

Working with automotive wiring, especially the combination of two vehicles, can test the patience of even the most skilled technician. Blue Ox has compiled some of the most common wiring schematics and troubleshooting tips for wiring a vehicle to be towed four wheels down.

First, a legal reminder: Every state and Canadian province requires that a towed vehicle have rear lighting that's controlled by the towing vehicle. This includes taillights, brake lights, and turn signals. These lighting laws are very similar in nature to trailer-towing laws.

There are three ways of wiring a vehicle for towing. The first is with a light bar. This is an apparatus with lights and red lenses, strapped or magnetically adhered to the top or trunk of the towed vehicle, that's hard wired into the electrical system of the motorhome. This system is seldom used today because of its inconvenient design.

The most popular method is using diodes to interface the two vehicles' wiring platforms together.

The cleanest, least intrusive and quickest growing method is referred to as the bulb and socket.

Diodes

A diode is a one-way valve that allows electricity to flow in one direction. When combining two vehicles' wiring systems together, it's important to protect both vehicles from the possibility of electrical feedback, especially in today's high-tech, computer-controlled and monitored vehicles.

Two basic platforms exist in automotive wiring--the 4-wire and 5-wire systems. The 4-wire system, used for years in the United States, has a combined left turn/brake wire, a combined right turn/brake wire, and a taillight wire. The fourth wire is a ground. All rear lights in this system are normally red. The 5-wire system, common among imported vehicles, has a left turn wire, right turn wire, taillight wire, and brake wire. The fifth is a ground. The turn signals are normally amber. With these two platforms, four basic combinations can be found:

Motorhome 4-wire system to a towed vehicle 4-wire system.

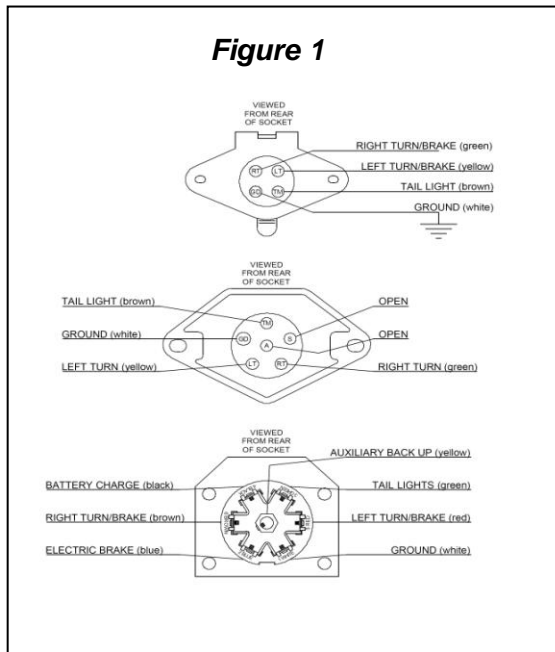
Motorhome 4-wire system to a towed vehicle 5-wire system.

Motorhome 5-wire system to a towed vehicle 5-wire system.

Motorhome 5-wire system to a towed vehicle 4-wire system.

Choosing the right receptacle

You must first identify how many wires you need to connect the two vehicles together for proper safe towing. (See **figure 1** next page.)



Some vehicles are towable straight from the factory. The minimum requirement for these is a 4-way receptacle. Vehicles that aren't towable may require a lube pump to circulate the transmission fluid while being towed. Lube pumps require two additional pins on the receptacle.

Most supplemental braking systems have an indicator light or switch mounted in the driver's area of the motorhome to alert the driver exactly when the towed vehicle brakes are being applied. This requires another pin in the receptacle. Individually, these are good candidates for a 6-way receptacle. If a lube pump and supplemental brakes are both used, you must step up to a 7-way receptacle, available at most RV dealerships. The 7-way shown is wired to standard trailer color codes so that the towed vehicle can be disconnected and a boat or other trailer connected without alteration.

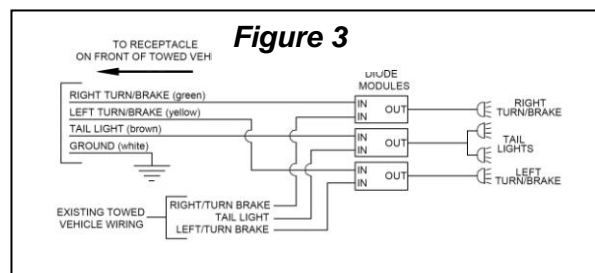
With the exception of the 5 to 5 systems, all combinations without lube pumps and supplemental brakes can use a 4-way receptacle.

Motorhome 4-wire system to a towed vehicle 4-wire system

1. Install the standard 4-wire harness in the towed vehicle from the front bumper area to the rear of the vehicle where the existing wire loom feeds the taillights and turn signals. On most vehicles, this will be inside the trunk area on the driver side. Be certain to protect the harness by going through the frame, under the kick plates, or by using a plastic wiring loom.

2. Install a 4-, 6-, or 7-way receptacle on the front of the towing vehicle as chosen previously. The main thing to remember is that the receptacle on the towed vehicle will be wired identically to the receptacle on the motorhome. Be certain to locate a good solid ground, as this is the gremlin behind 90 percent of all wiring problems. Attach the white wire here, using a crimp-on round terminal.

3. Molded diode modules have two input terminals and one output terminal. Identify the towed vehicle's existing right turn/brake, left turn/brake, and taillight wires in the trunk, using a continuity tester. Each of these will be cut, one at a time, spade terminals installed, and connected to the diode blocks as shown in **figure 3** below. Be sure the wires you cut do not also feed the center third brake light. If you tie into these, it will blink with one of the turn signals.



4. The three remaining wires from the 4-wire harness previously installed will then need to be connected to each diode block with spade terminals as shown.

Motorhome 4-wire system to a towed vehicle 5-wire system

Follow the steps outlined in the 4-wire to 4-wire instructions with the following exceptions. In step three you must identify two different wires as well as the taillight wire--the left brake and right brake--in the trunk, using a continuity tester. Each of these will be cut, one at a time, spade terminals installed and connected to the diode blocks as shown in **figure 4**.

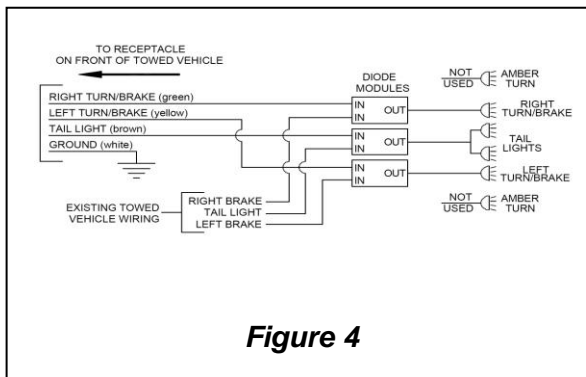


Figure 4

Sometimes you must use extra wire to extend existing wires to facilitate a better location of the diode block and easier installation. The amber turn signals are separate from the brake light signals and will not be used. NOTE: It is not legally required to use the rear amber turn signals on the towed vehicle if so equipped.

Motorhome 5-wire system to a towed vehicle 5-wire system

We recommend installing a Blue Ox Max-Lite taillight converter to change the motorhome from a 5- to a 4-wire system as shown in **figure 6**. Then it's as easy as

wiring it like the 4-wire to 5-wire schematic, ignoring the separate amber turn signals on the towed vehicle.

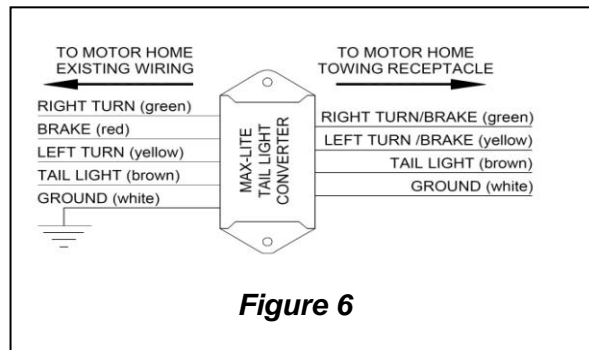


Figure 6

If you choose to wire this system as is (5-wire to 5-wire), follow the same steps for the 4-wire to 4-wire, with this exception: In step three, identify these four wires in the towed vehicle--the right turn, left turn, taillight, and brake light wires in the trunk, using a continuity tester. When identifying the brake wire, be certain it's the wire that feeds both the left and the right brake light.

Each of these will be cut, one at a time, spade terminals installed, and connected to the diode blocks as shown in **figure 4**. An extra wire must be added for the ground, as there are only four wires in the wiring harness. NOTE: If using a 9-terminal diode block, an additional diode must be added for this configuration. The left, right, and taillights can go through the 9-terminal block, and the brake will go through the extra diode.

Installing the Max-Lite Taillight converter

1. The Max-Lite is used to convert a motorhome's existing 5-wire system to a 4-wire system. Test each wire in the rear receptacle of the motorhome to determine which wire carries each signal. Mark each of the five wires as Left, Right, Tail, Brake, and Ground. Detach the wires from the

receptacle and attach them to the five wires going into the taillight converter following the drawing in **figure 6**.

2 Locate a suitable spot to anchor the Max-Lite converter, hidden from sight, at the rear of the motorhome so the four wires coming out are within reach of the towing receptacle. Attach these four wires according to one of the drawings shown in figure 1, depending on which receptacle you have on the motorhome.

Installing a Bulb and Socket Wiring Kit

This method is far and away the simplest and fastest-growing way to wire a vehicle to tow. The bulb and socket was designed by Blue Ox for the Jeep Grand Cherokee because it has a VIC (vehicle information center) that lets the driver know when taillights or turn signals aren't operating properly. Adding diodes into this system will give false "bulb out" indications. Since its development, the bulb and socket's popularity has grown. Technicians are putting them into everything they can fit them into due to their simple installation.

To install a bulb and socket, first determine if there's room in the existing taillight housing for the extra socket by taking the taillight assembly out of the vehicle and inspecting it. **Figure 7** (at the top of the next column) shows Blue Ox's bulb and socket. It requires about 3/4" of clearance for installation.

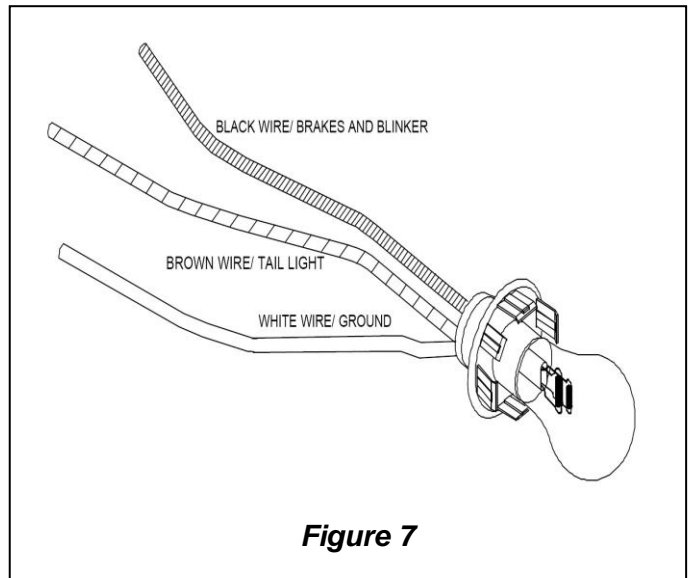


Figure 7

Things to look for and avoid are inner reflective material, existing wiring, and printed circuit boards that are molded into the taillight housing. Once your location has been determined, drill a one-inch hole in the housing using a hole saw and insert the socket with bulb.

Follow steps one and two in the diode section for 4-to-4 systems. This will get your 4-wire harness and receptacle installed on the towed vehicle. Using figure 8, connect the sockets to the 4-wire harness and ground them properly, using the self-drilling screws provided.

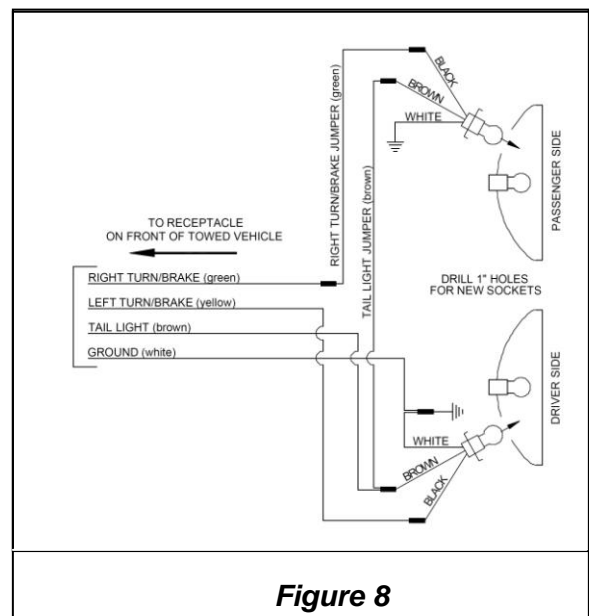


Figure 8

RVDA And RVIA OK Career Ladder For RV Technicians

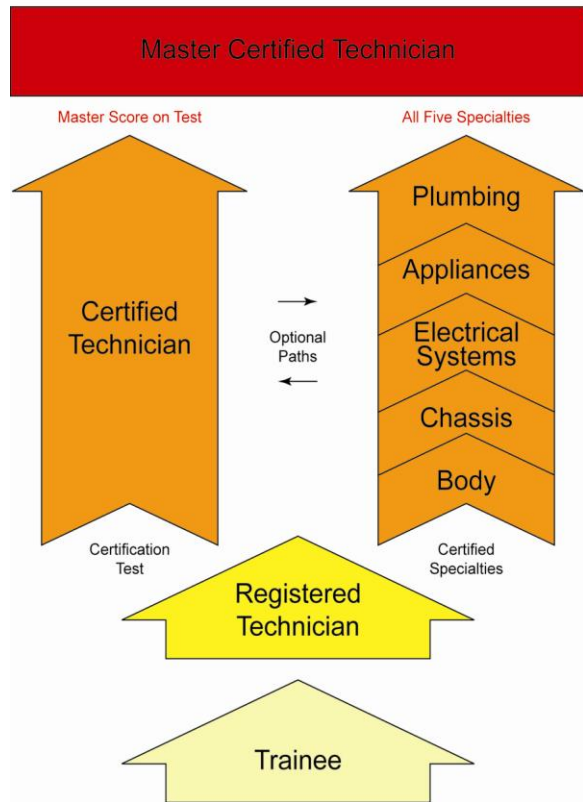
To increase the number of technicians eligible to participate in the RVDA-RVIA RV Technician Certification Program, the RVIA and RVDA boards of directors approved a revised career ladder proposed by the program's governing board and recommended by the RV Service Training Council.

The career ladder allows new and novice technicians to first test as trainees, then as registered technicians as they work toward certification. The program will then certify technicians in five specialties: plumbing, appliances, electrical systems, chassis, and body. The program will continue offering the current certification test, a comprehensive measurement of all the specialty areas. When fully implemented, each specialty will be tested and awarded certification. Technicians who successfully complete testing in all specialties will be designated as Master Certified Technicians.

"This career ladder recognizes that there are specialists working in many RV service departments," says RVDA Chairman of the Board Tim O'Brien. "Now these specialists will be able to attain industry certification and recognition while the program continues to offer a comprehensive certification for technicians who work in all of these areas."

"This is a tremendous step forward for the certification program," says RVIA Chairman of the Board Gregg Fore. "It is strongly supported by the industry, will boost confidence in the certification process, and provides technicians with a comprehensive, designated path to certification."

RV TECHNICIAN CAREER PATH



RV Technicians Needed to Pilot New Certification Tests

The RVDA-RVIA Certification Governing Board needs technicians to pilot a series of seven tests being developed for the revised RV Service Technician Career Ladder: a general certification test, a registered technician test, and five specialty certification tests in body, chassis, electrical systems, appliances, and plumbing.

The board needs a mix of non-certified, certified, and master certified techs to participate in the pilot. There are no penalties for not passing a test--participating technicians will keep their current certification. Participants who pass the tests will be awarded their certifications.

Individuals willing to take part in the pilot program should contact Nancy Jo Bell-London in RVIA's education department at (703) 620-6003, ext. 355 or nlondon@rvia.org.

The target date for launching the career ladder tests and training materials is October 2011.

Noisy Problem, Simple Solution

By Tony Yerman

A spine-chilling noise in this vintage 1970 Travco turned out to have an elegantly simple explanation.

I once had a very good customer who had been with me for several years after I first started in business. She was elderly but active and spry. I much enjoyed servicing her motor home, although, being a 1970 Travco, it was something of a challenge.

For those of you unfamiliar with the Travco, it was also called a Dodge Travco. It had a one-piece molded fiberglass shell, which resembled a very streamlined over-the-road bus. They only built this style into the mid-seventies, and we were now in the late eighties.

My customer called to say she was going to drive the vehicle across country to visit relatives and wanted my shop to go over everything to make sure it was road-worthy and livable. She also requested that we pick it up at her home. This wasn't out of line, since we had a valet service for anyone living within 10 miles of our store.

Oh, what a beautiful morning...

The following morning I had one of my techs pick me up and drop me off at her home on his way in to work. She was a nice old lady who appreciated the personalized service. I wanted to get the motor home back to the

store so, after getting her list of concerns and the keys, I climbed in the unit and fired it up.

She lived in a really beautiful area amongst the trees along the banks of a river. Her closest neighbors were about two acres away in either direction. Her driveway was narrow, with a small area for maneuvering around so I could get the unit pointed out of the drive.

After a quick walk-around and a visual of the interior to secure the unit and its attachments, I got it out of the driveway and started down the road. This thing was such a treat to drive that I didn't even turn on the radio. I just listened to the sound of the engine and enjoyed the ride down the lazy winding roads along the river.

The morning was a bit brisk and the windshield was beginning to fog up, so I turned on the heater/defroster. After ten seconds, I heard a horrific scream and saw something scrambling around under the dashboard.

Regaining my composure, I slowed down and pulled off the road. The thing under the dash must have been able to see out from

under it, because when I left the driver area, it made a run for safety. It turned out to be the biggest tiger cat I'd ever seen, and it had run to the back of the unit and under a cabinet. I closed a passage door and continued my drive to the shop.

The three C's, broken down

Once back to the safety and calm of my store, I wrote a repair order and assigned a tech to the job. Not more than five minutes later, the tech was back to tell me there was something I had to check out.

Inside the unit, in almost every cabinet and under every bed, chair, and table, there was a cat, and none of them really wanted to be bothered.

I told the tech to hold on while I called the owner. The nice old lady told me, "Oh, I forgot about my babies!" Apparently, on cold nights she would let them into the motor

home and then let them out in the morning. She even had a litter box in a closet, which the cats accessed from an opening in the bottom panel. They would each find their own cubby to cuddle up and sleep in. There were a dozen cats in all.

With treats, we were able to herd the gang into the rear of the coach so that we could work on the front of it until she was able to get there with her car and shuttle them all back home.

You could have used the three C's to line-item this on a repair order: Complaint--noise under the dash; sounds like a cat screaming. Cause--cat under the dash. Correction--remove cat.

RVDA Service Consultant Tony Yerman is an Ohio-based master certified technician, repair specialist, and the author of the RV Damage Repair Estimator. He can be contacted at tyerman@rvda.org.

NEW PRODUCTS

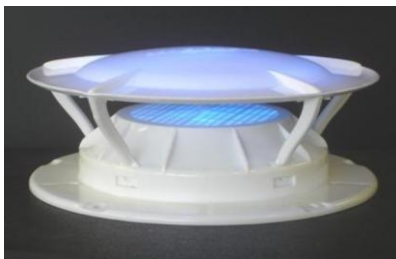


Pro Polish Serves As An RV Sunblock

Shurhold's Pro Polish helps protect RVs' exteriors from the fading, damaging effects of the sun. Scientifically formulated to protect against sun, saltwater, and environmental fallout, Pro Polish repels water and provides a deep high gloss shine. Its unique formula shelters exterior surfaces with UV inhibitors. Pro Polish is a polymer-based formula containing no fillers or talc. It produces virtually no waste when buffed out, ensuring that the product is applied in less time and with less effort than traditional polishes and waxes.

360 Siphon Helps Rid Odors

Most RV users have experienced unpleasant waste-holding-tank odors caused by improper venting. The problem is that the gases can't escape. Current vent caps are designed only as covers, not as exhaust devices. So 360 products invented



the 360 Siphon to cure the cause. It has no moving parts to wear out and can eliminate odors in any wind condition. It installs easily on any RV, usually in less than 30 minutes. It's made of high-impact, extremely durable polycarbonate plastics with built-in UV protectants.



Organizers Battle Clutter And Chaos

Three products—the Sticky Bag, Sticky Pocket, and DeckHand Boating Pouch—help keep everything in place.

Sticky Bags hold large items such as outdoor gear, clothes, and drinks. They're held in place on any smooth, clean surface with super-strong suction cups rated at 8 lbs. of holding power. They come in two sizes: 12" x 12" and 18" x 12".

Sticky Pockets keep smaller items such as sunglasses and keys organized. They come in 10" x 10" and 10" x 13" versions.

DeckHand Boating Pouches attach to almost any horizontal bar and measure 4-3/4" x 15-3/4".

All three products are made of UV- and mildew-resistant polyportex mesh.

RECALLS

Navistar Recalls Holiday Rambler Trips and Monaco Vestas

Navistar is recalling approximately 55 model year 2011 Holiday Rambler Trip and Monaco Vesta recreational vehicles manufactured from February 25, 2010 through April 4, 2011 and equipped with a MaxxForce 7 engine. A cap on the return fuel valve may fall off, allowing air into the fuel system and possibly resulting in engine hard start, no start, or stall conditions. Owners may contact Navistar at 1-800-448-7825.

Fleetwood To Repair Wire Harness

Fleetwood RV is recalling approximately 561 model year 2011 Bounder, Bounder Classic, Southwind, Storm, and Terra Class A motorhomes built on Ford chassis and manufactured from May 4, 2010 through January 26, 2011. A wire harness under the motorhome near the chassis rail can contact a heat shield located next to the passenger side engine exhaust manifold, causing the harness to melt, resulting in an electrical short.

Incorrectly Installed Switch In Some Rushmores and Sevilles

Crossroads RV is recalling certain model year 2011 Rushmore and Seville recreational vehicles manufactured from June 21, 2010, through December 15, 2010. The electrical transfer switch wire was installed incorrectly and the transfer switch could send 220 volt current instead of 110 volt current through the trailer's electrical system.

Faulty Brake Lights On Triple E RVs

Triple E RV is recalling certain model year 2007-2010 Commander Class A

motorhomes manufactured from July 2007 through February 2010. The stop lamps may be intermittent during light brake applications and may not properly indicate that the brakes are applied. Daimler Trucks (DTNA), manufacturer of the chassis, will notify owners.

DTNA Recalls Some Models with Fontaine Fifth Wheels

DTNA is recalling some model year 2011 business class M2 and Coronado model year 2011-2012 Cascadia vehicles equipped with Fontaine Ultra LT fifth wheels and manufactured from April 7, 2010 through March 7, 2011. During the coupling process on vehicles equipped with pre-modification Fontaine Ultra LT fifth wheels, the driver may partially close the fifth wheel lock and, if relying on a tug test and not performing the required visual inspection, mistakenly think that the fifth wheel lock is properly coupled to the trailer king pin. The trailer may disengage while in use. Fontaine is in the process of retrofitting all affected vehicles. Owners may contact the company at 1-800-874-9780.

Incorrect Wiring In Keystone Residence Travel Trailers

Keystone is recalling approximately 44 model year 2012 residence travel trailers produced from May 6, 2011 through May 18, 2011. The wiring connection to the 120 volt light on the ceiling of the slide room has incorrect wiring connectors that could cause a loose electrical connection, possibly leading to fire. Dealers will replace the incorrect connectors (crimp style bell caps) with twist-on wire nuts. Owners may contact Keystone customer service at 1-866-425-4369.

Online Training with FRVTA's

DISTANCE LEARNING NETWORK

FRVTA—RV Learning Center Partnership

\$995 per year for each dealership location
Over 40 sessions available, 24 hours a day, seven days a week with full access to training through July 31, 2011!

The DLN offers your dealership:

- Training at your dealership
- Together as a group
- Without any travel time or expenses
- On a pace determined by your needs
- At times to suit your operation
- For one fixed price of \$995 for the subscription term



The DLN offers online training for:

- **RV Technicians** – An excellent resource for techs preparing for certification and techs seeking recertification continuing education credits.
- **Service Writers/Advisors** – Useful for new staff and experienced personnel preparing for the RV Learning Center's Service Writer/Advisor certification.
- **Greeters/Receptionists** – Emphasizes customer interaction and service.
- **Dealers/GMs** – Features hot topics, including Lemon Laws, LP gas licensing issues, and Red Flags.

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 (complete lower section & mail or fax to):

PAY BY CHECK OR MONEY ORDER PAY BY VISA, MASTERCARD

Florida RV Trade Association, 10510 Gibsonton Drive, Riverview, FL 33578, (813) 741-0488, Fax: (813) 741-0688

Name on Credit Card: _____

Card Number: _____ Security Code: _____ Expires: _____

Card Billing Address: _____ City: _____ State: ____ Zip: _____

Card Holder Signature: _____

For more information, call (386) 754-4285 or go to <https://www.fgc.edu/rv-institute.aspx>

10th Edition Service Management Guide (Flat Rate Manual)



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

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

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

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

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

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

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

Name: _____

Company Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Phone: _____ Fax: _____ E-mail: _____

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

Method of payment (Please check one)

Check enclosed (Made Payable to The RVDA Education Foundation)

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

Card Number: _____ Expiration Date: _____

Name on Card: _____ Signature: _____

Billing Address: _____ Billing Zip: _____



RV Technician Certification Preparation Course

Every RV Technician Can Have Access to Individual Self-Study Training and Certification Preparation

Interactive-Multimedia, Online Format

- Combines text, audio, graphics, and video, with mentor-led technician community forum – **all content is online** (no extra books or handouts needed)

Corresponds to RV Certification Test Sections

- Propane; Electrical; Plumbing; Brakes, Suspension & Towing; Appliances; Generators; Hydraulics; Exterior; Interior; Expandable Rooms; Miscellaneous (Welding Safety, Customer Care)
- Fulfills 40 hour RVDA-RVIA RV Service Technician recertification requirement

Personal Progress Tracking

- Automatically tracks individual's progress
- Quizzes after each chapter and section with immediate feedback
- 205 question assessment that is similar to the RV technician certification test

Developed by RVIA
Available through the RV Learning Center



Registration Information

Company: _____

Address: _____

City/State/Zip: _____

Phone: _____ Fax: _____

In order for the program to function properly, each technician **MUST** have their own **personal e-mail address** that only they have access to.

Sign up the following RV technicians from our dealership:

Name: _____

E-mail: _____

Name: _____

E-mail: _____

Name: _____

E-mail: _____

Send progress reports to the following supervisor:

Name: _____ Title: _____

E-mail: _____

Method of Payment

All registrations must be pre-paid in U.S. funds.

- Check Enclosed: Make Check Payable to: The RV Learning Center
- Send Invoice (RVDA Members Only) VISA MC AMEX DISCOVER

Cardholder's Name: _____

Acct. Number: _____ Exp.: _____

Cardholder's Signature: _____ Security Code: _____

Billing Address: _____

\$249
per Technician*

*Quantity discounts available when registering four or more technicians at one time. E-mail info@rvda.org or call 703-591-7130 for details. Note: Registration fee subject to change without notice.

Important:

- The RV Technician Certification Preparation course offers RV service technicians the means to prepare for certification through an online, self-study format. A computer with high-speed Internet is needed to access the course.
- Visit www.rvtechnician.com for information about the RVDA-RVIA RV Service Technician certification program. The certification testing fee is not included in the course registration fee.
- Registration gives the technician 365 days to complete the course by achieving 80% or higher on the final practice test. The technician should plan for certification testing within the enrollment period as course extensions are **not** available.

CONTRIBUTORS:



**Additional/New Contributions Received
7/01/09-7/01/11**

**Received
7/01/09-06/15/11**

**Total
Received**

**Last Contribution
Received**

| Additional/New Contributions Received 7/01/09-7/01/11 | Received 7/01/09-06/15/11 | Total Received | Last Contribution Received |
|--|------------------------------|-------------------|-------------------------------|
| Ace Fogdall, Inc. | \$5,200 | \$36,600 | 11/1/2010 |
| Affinity RV Service Sales & Rentals | \$2,000 | \$6,000 | 8/30/2010 |
| All Seasons (CA) | \$49 | \$37,049 | 7/10/2010 |
| Alpin Haus | \$4,000 | \$15,500 | 9/30/2010 |
| Altmans Winnebago | \$10,000 | \$50,500 | 1/19/2011 |
| American RV | \$250 | \$5,925 | 1/25/2011 |
| Best Value RV | \$1,750 | \$1,750 | 5/12/2011 |
| Bill Plemmons RV World | \$5,050 | \$7,550 | 5/27/2011 |
| Bill Thomas | \$500 | \$500 | 10/26/2010 |
| Bill Thomas Camper Sales, Inc. | \$500 | \$20,500 | 10/26/2010 |
| Blue Ox | \$1,870 | \$12,750 | 4/22/2010 |
| Byerly RV Center | \$16,000 | \$16,000 | 12/20/2010 |
| Camperland of Oklahoma, LLC | \$500 | \$3,350 | 7/2/2010 |
| Campers Inn of Kingston | \$2,000 | \$27,422 | 7/12/2010 |
| Candys Campers | \$50 | \$1,050 | 8/18/2009 |
| Capital R.V. Center, Inc. | \$1,000 | \$6,000 | 12/7/2010 |
| Carolina Coach & Camper | \$100 | \$100 | 3/31/2011 |
| Carpenter's Campers, Inc. | \$1,000 | \$2,000 | 12/7/2010 |
| Circle K RVs, Inc. | \$500 | \$5,500 | 10/21/2010 |
| Coach-Net | \$10,417 | \$199,917 | 11/24/2009 |
| Crestview RV Center | \$1,000 | \$1,500 | 12/17/2010 |
| Curtis Trailers, Inc. | \$1,000 | \$7,000 | 12/7/2010 |
| Diversified Insurance Management, Inc. | \$4,400 | \$14,400 | 6/14/2011 |
| Dixie RV Superstore | \$5,000 | \$15,000 | 8/18/2010 |
| Bill & Kristin Fenech | \$10,000 | \$50,000 | 7/29/2010 |
| Ron & Lisa Fenech Foundation | \$25,000 | \$50,000 | 6/16/2010 |
| Floyd's Recreational Vehicles | \$250 | \$250 | 10/19/2010 |
| Folsom Lake RV Center | \$2,500 | \$7,000 | 12/23/2009 |
| Greenway, Inc. (Route 66 Dealer) | \$13,300 | \$13,300 | 12/3/2010 |
| Hayes RV Center | \$1,350 | \$5,100 | 1/28/2011 |
| Hemlock Hill RV Sales, Inc. | \$2,000 | \$6,000 | 9/16/2010 |
| Ronnie Hepp | \$250 | \$300 | 10/20/2010 |
| Hilltop Trailer Sales, Inc. | \$41 | \$1,540 | 6/23/2010 |
| Holiday World of Houston | \$5,000 | \$25,000 | 8/24/2010 |
| Horsey Family Memorial Fund | \$13,500 | \$66,000 | 10/19/2010 |
| J. D. Sanders, Inc. | \$250 | \$2,250 | 7/21/2009 |
| Jamatt RV Sales | \$500 | \$500 | 12/3/2010 |
| Jayco, Inc. | \$2,500 | \$17,500 | 2/19/2010 |
| La Mesa RV Center, Inc. | \$10 | \$3,510 | 12/30/2010 |
| Lloyd's I-10 RV Center, Inc. | \$50 | \$15,050 | 7/27/2009 |
| Manteca Trailer & Camper | \$500 | \$4,000 | 6/21/2010 |
| Maxxair Vent Corporation | \$250 | \$2,250 | 6/25/2010 |
| MBA Insurance, Inc. | \$2,100 | \$13,100 | 6/01/2011 |
| McClain's RV Superstore | \$10,000 | \$35,000 | 6/14/2011 |
| Craig Mellor | \$100 | \$100 | 10/25/2010 |
| Mike Molino | \$150 | \$10,736 | 10/18/2010 |
| Momot Trailer Sales | \$250 | \$750 | 7/1/2009 |
| Rose Zella Morris | \$25 | \$25 | 10/25/2010 |
| Motley RV Repair | \$1,600 | \$7,940 | 12/7/2010 |
| Myers RV Center, Inc. | \$1,750 | \$2,000 | 12/16/2010 |
| Newmar Corporation | \$5,000 | \$115,000 | 12/8/2010 |
| Noble RV, Inc. | \$150 | \$150 | 10/18/2010 |
| Northern Wholesale Supply, Inc. | \$250 | \$750 | 7/7/2009 |
| Open Range RV Company | \$2,250 | \$2,500 | 4/6/2011 |
| Pan Pacific RV Centers, Inc. | \$500 | \$36,500 | 10/21/2010 |
| Paul Evert's RV Country, Inc. | \$3,570 | \$25,000 | 4/12/2011 |
| PleasureLand RV Center, Inc. | \$5,350 | \$75,350 | 2/10/2011 |
| PPL MotorHomes | \$100 | \$100 | 8/12/2010 |
| Protective | \$33,817 | \$87,845 | 12/7/2010 |
| RCD Sales Company, Ltd. | \$1,000 | \$1,250 | 6/16/2010 |
| Redex | \$3,000 | \$3,000 | 12/29/2009 |
| Reines RV Center, Inc. | \$4,500 | \$20,025 | 12/20/2009 |
| Rich & Sons Camper Sales | \$2,000 | \$2,000 | 11/5/2009 |
| Rivers Bus & RV Sales | \$1,000 | \$15,850 | 9/28/2010 |
| RV World Recreation Vehicle Center | \$500 | \$1,800 | 12/10/2010 |
| RV Outlet Mall | \$200 | \$1,550 | 6/10/2011 |
| RVDA of Canada | Cdn \$25,000 | Cdn \$150,000 | 10/13/2009 |
| RV's Northwest, Inc. | \$50 | \$9,050 | 7/6/2009 |
| Sonny's RV Sales, Inc. | \$1,000 | \$2,000 | 12/17/2009 |
| Spader 20 Group #20 | \$1,700 | \$1,700 | 3/30/2011 |
| Stag Parkway | \$5,250 | \$32,100 | 11/12/2010 |
| Steinbring Motor Coach | \$250 | \$250 | 10/14/2010 |
| Tacoma RV Center | \$500 | \$500 | 7/6/2010 |
| Tarpley RV | \$250 | \$4,500 | 9/9/2010 |
| The Trail Center | \$100 | \$1,100 | 10/29/2010 |
| Tiffin Motor Homes, Inc. | \$5,000 | \$18,500 | 4/19/2011 |
| U-Neek RV Center | \$200 | \$200 | 3/17/2010 |
| United RV | \$1,000 | \$1,000 | 9/9/2010 |
| United States Warranty Corporation | \$2,000 | \$4,250 | 4/19/2011 |
| Wilkins R.V., Inc. | \$4,200 | \$12,100 | 12/03/2010 |
| Winnebago Industries, Inc. | \$1,000 | \$26,000 | 1/7/2011 |
| The Kindlund Family Scholarship Endowment | | \$270,000 | |