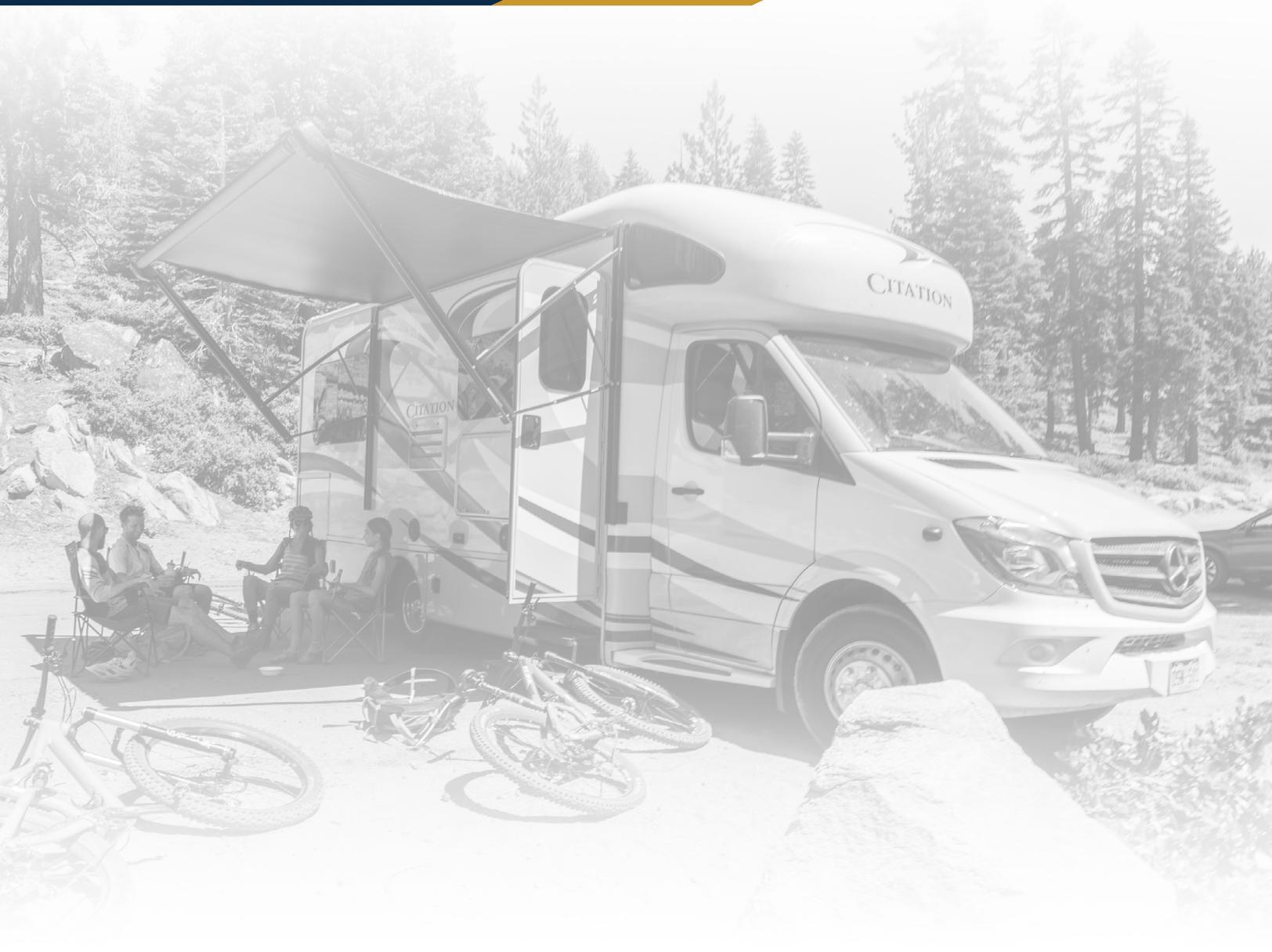
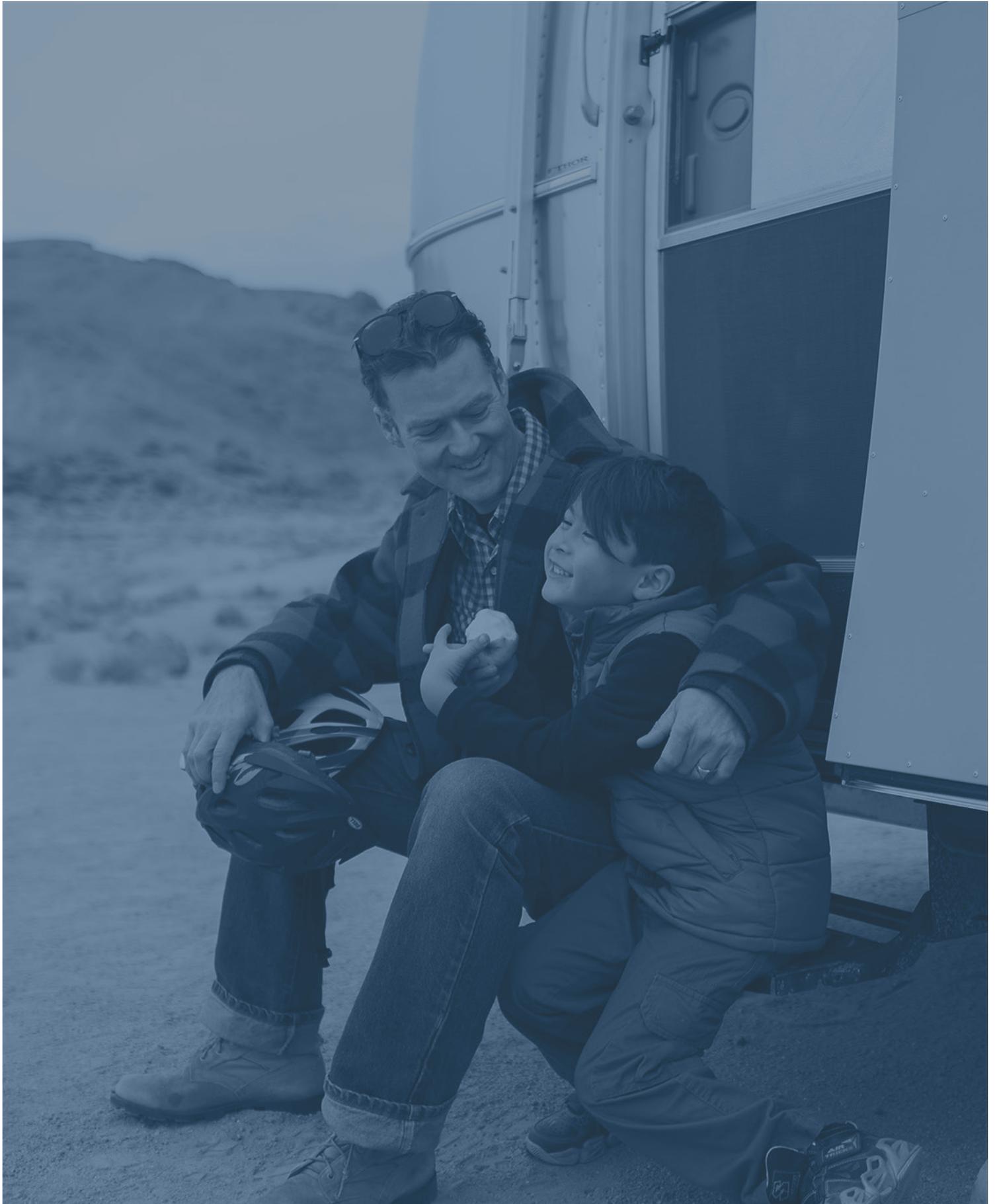




# ANNUAL REPORT

## 2019





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## Mission

Promote and protect the RV industry and our members.

## Vision

The RV Industry Association will be the proactive leader in promoting the health, growth and expansion of the RV industry.

## Member Promise

- Grow and expand the RV market
- Pursue a favorable business environment for members
- Cultivate a positive RV experience for all consumers
- Provide industry information and knowledge
- Foster continuous improvement of RV products
- Promote the health and well-being of the RV Industry Association





# Message from the President



## Dear RV Industry Association Members,

2019 was a critical year for the RV industry and I want to thank the industry for the support of the RV Industry Association and the confidence in allowing me to lead your organization. As a twenty-five-year veteran of the Association, it is a tremendous honor to serve our members and industry as we close out one decade and move the industry forward into the next.

More members than ever are connecting with the Association, with the understanding of the impact our core programs have on their business. Your dedication and support allow us to serve collectively on your behalf, as an extension of your company, focused on promoting and protecting the RV industry for future generations.

Over the course of 2019 there were many reports of caution in the US economy, often pointing to RV shipments as a cause for concern. The fact is, our industry continues to perform at an extraordinarily high level and 2019 was our fourth best year ever on record, beating both the 30-year and 10-year averages for shipments. We are all blessed to be part of a \$114 billion dollar industry and there is so much to be excited about looking ahead.

As we reflect on our Association's many accomplishments from this past year and the progress we continue to make together, there is much to celebrate. This Annual Report will provide a full picture of the accomplishments and services provided to members, but I would like to highlight a few of the many great things from our signature programs that have helped propel the industry forward:

## Go RVing

- Teamed up with Disney and Pixar on an integrated marketing campaign to celebrate Toy Story 4, a film centered on family RV travel, which grossed over \$1 billion worldwide
- Delivered 1.1 billion digital media impressions, a 24% increase year over year
- Launched the Kickoff to Camping season featuring significant recognition in major media outlets, including MotorTrend TV, Sports Illustrated, Outside Magazine and the Ellen Show

## Advocacy

- Successfully lobbied the US Trade Representative for approval of our petition to grant duty-free treatment of lanuan by adding it back into the Generalized System of Preferences (GSP) trade program, saving the RV industry \$1 million per month
- Released an updated study showing the RV industry has a \$114 billion impact on the US economy
- Currently holding leadership positions at the Outdoor Recreation Roundtable (ORR), allowing the Association to drive policy initiatives focused on campground modernization, including the largest National Park Service (NPS) campground modernization and rehabilitation project in decades

## RV Technical Institute

- Completed a new RV Service Technician Career Path Curriculum for the first time since 2014
- Created the first Authorized Licensed Partners to assist in the delivery of the new curriculum
- Purchased, renovated and launched a brand-new RV Technical Institute training facility in Elkhart

## Standards

- Published the 2019 edition of the ANSI/RVIA EXTLAD-1 Recommended Practice Laboratory Test Procedures for Exterior Ladders, ANSI/UPA-1 Uniform Plan Approval for Recreational Vehicles Standard and Low Voltage Connector Recommended Best Practice
- Hosted Workplace Safety Seminars for plant personnel and management
- Published training videos on Plumbing Drainage, Electrical Ground Continuity, Electrical Box Sizing and Bonding of the Propane System

As we enter the new year, you can rest assured that your association is focused and determined to advance and grow the RV industry. Let me say thank you for your continued dedication, loyalty and support. It is a great honor for me to be leading the RV Industry Association and I look forward to a very successful 2020.



**Craig A. Kirby**  
*President, RV Industry Association*



# Membership Makeup

The RV Industry Association is the national trade group representing more than 400 manufacturer and component supplier companies producing approximately 98 percent of all RVs manufactured in North America, and approximately 60 percent of RVs produced worldwide. The association unites these diverse industry segments and forges an alliance to form a strong, single voice focused on our collective mission to promote and protect the RV industry. Working with our members, we advance and expand the industry by driving growth and innovation across the \$887 billion-dollar outdoor industry.

## Total Members: 419



RV Manufacturer  
**75**



Park Model RV Manufacturer  
**28**



Supplier  
**168**



Aftermarket Supplier  
**64**



Finance Firm  
**13**



Associate  
**66**



Manufacturer's Rep  
**5**

# Industry Strength

**410,283**

RV AND PARK MODEL  
UNITS SHIPPED

**4<sup>TH</sup> Highest**

ANNUAL  
SHIPMENTS

**\$114 Billion**

ANNUAL ECONOMIC  
IMPACT

SUPPORTS **596,355** JOBS AND PAYS **\$32.2 BILLION** IN WAGES

# Financials

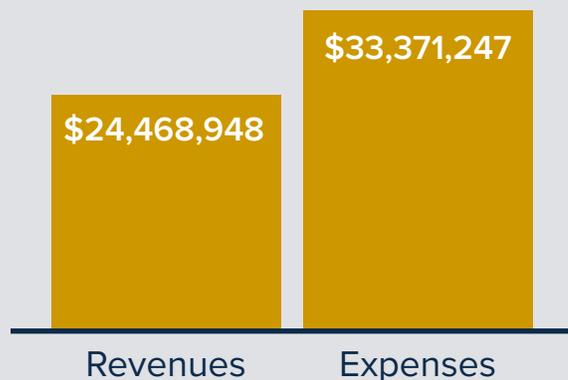
## RV Industry Association



### RV Technical Institute



### Go RVing



\* This represents contributions made by the RV Industry Association and Go RVing.

# Board of Directors & Committees

## Executive Committee



*Chairman*

**Garry Enyart**

Onan/Cummins Power Generation,  
Director, Mobile Generator Sales &  
Coach Care



*First Vice Chairman*

**Jeff Rutherford**

Airxcel, Inc., President & CEO



*Second Vice Chairman*

**Michael Happe**

Winnebago Industries, Inc., President



*Treasurer*

**Kevin McArt**

Forest River Inc.- Headquarters,  
General Manager



*Secretary*

**Bob Martin**

Thor Industries, Inc.,  
President, CEO & Director



*Ex Officio*

**Robert (Bob) Parish**

Wells Fargo, CDF Vice President



## Board Members



**Matt Carboneau**  
Wesco Distribution, Inc.,  
District Manager



**Jack Cole**  
Lance Camper Mfg. Corp.,  
President



**Ryan Elias**  
Leisure Travel Vans/  
Triple E RV, Vice President &  
General Manager



**Jason Falk**  
Lippert Components, Inc. Elkhart,  
Vice President, Mergers &  
Acquisitions



**Dick Grymonprez**  
Champion/Athens Park Model RV's,  
Director of Park Model Sales



**Mike Hesse**  
Blue Ox, Chairman & CEO



**Vikram Kaul**  
Xtreme Outdoors LLC,  
President



**Toby O'Rourke**  
Kampgrounds of America,  
President & CEO



**Mary Pouliot**  
Thetford Corp.,  
Vice President, Sales & Marketing



**Brett Randall**  
Columbia Northwest, Inc. Aliner  
and Somerset Folding Campers,  
President & CEO



**Michael Rhodes**  
Pacific Coachworks,  
President & Co-Owner



**William Rogers**  
Keystone Automotive Operations,  
Inc., Vice President and General  
Manager



**Jeffery Sather**  
Freightliner Custom Chassis  
Corporation, President & CEO



**Dave Schutz**  
Dometic North America, Senior Vice  
President - RV OEM Sales - Americas  
RV Division



**Elden Wood**  
Carefree of Colorado, Vice President  
Sales and Marketing



**Curt Yoder**  
Kropf Manufacturing Co., Inc.  
Vice President

## Core Programs Deliver Member Value

# Industry Advocacy

The RV Industry Association advocates for the RV industry at the state, federal and international level to create a favorable business environment, protect against onerous legislation and regulations, and make it easier for consumers to buy, drive and own an RV.

▶ [Go to Website](#)

### ***Federal***

At the federal level, association staff secured polices to save RV businesses money, maintain favorable trade policies and expand camping opportunities on federal lands. Highlights include:

- Securing duty-free treatment for Indonesian lauan by successfully petitioning the U.S. Trade Representative to add lauan back to the GSP trade program. A victory expected to save the RV industry approximately \$1 million per month in duties.
- New US-Mexico-Canada Free Trade Agreement which maintains current rules of origin for RVs. Motorhomes will remain at 62.5 percent domestic content and travel trailers at 50 percent domestic content for duty-free treatment.
- Advancement of the campground modernization and expansion efforts on both Capitol Hill and in the federal agencies. As a result, the National Park Service is undertaking the largest campground rehabilitation, modernization and expansion initiative in decades. And, Congress passed the largest Public Lands Package in over a decade.

**MEMBERS OF THE RV  
INDUSTRY SENT 3,290  
LETTERS TO CONGRESS  
THROUGH THE  
RV ACTION CENTER**

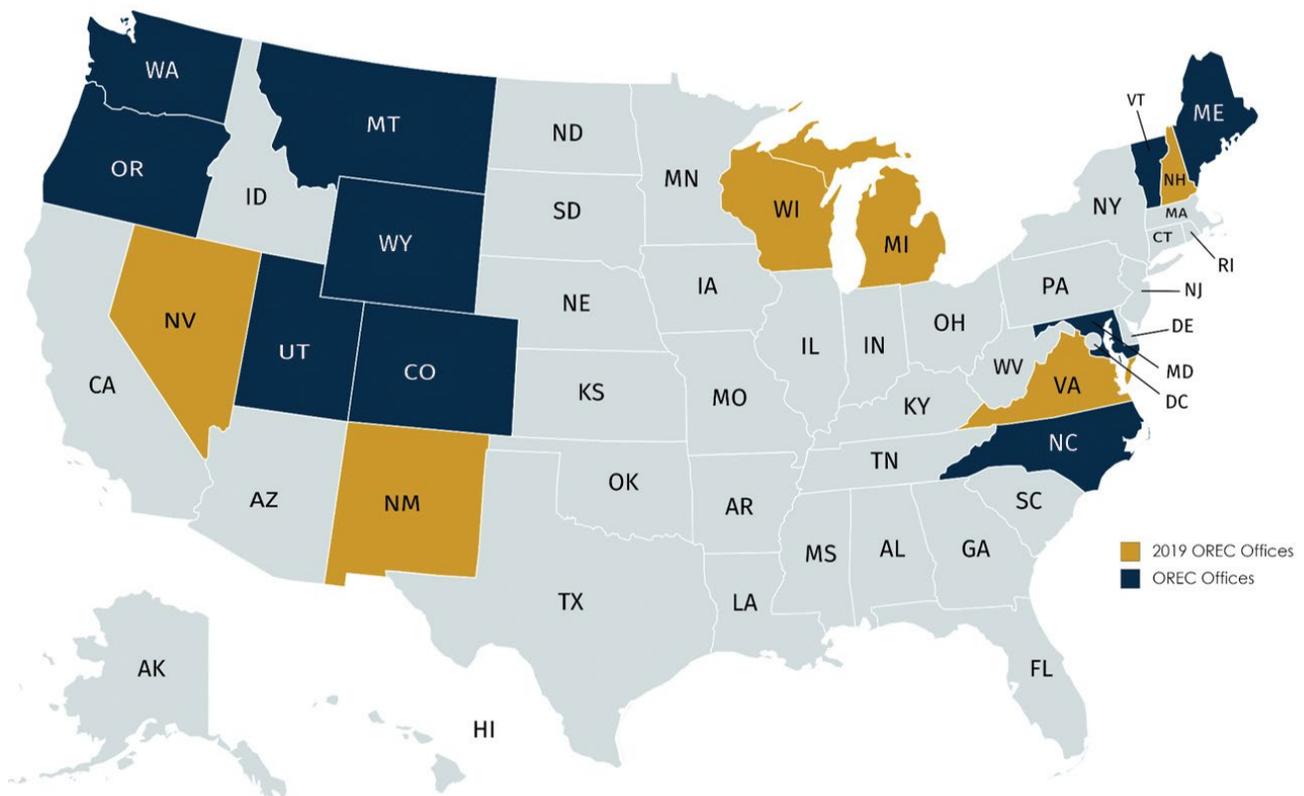
**MEMBERSHIP IN THE  
HOUSE AND SENATE  
RV CAUCUSES HAS  
GROWN BY 11%**

## State

At the state level, association staff removed barriers and expanded opportunities for RV businesses. Highlights include:

- Enactment of an RV-specific franchise law in Iowa, creating consistency for RV businesses doing business in the state.
- Transfer of jurisdiction over all RVs from the now-eliminated RV code state program in Oregon to the Oregon DMV, removing duplicative compliance and seal requirements and bringing Oregon in line with how the majority of states regulate RVs.
- Establishment of six new Offices of Outdoor Recreation in the states of MI, NH, NM, NV, VA and WI. These offices expand and promote opportunities for outdoor recreation businesses, including RV businesses.

## States with Offices of Outdoor Recreation



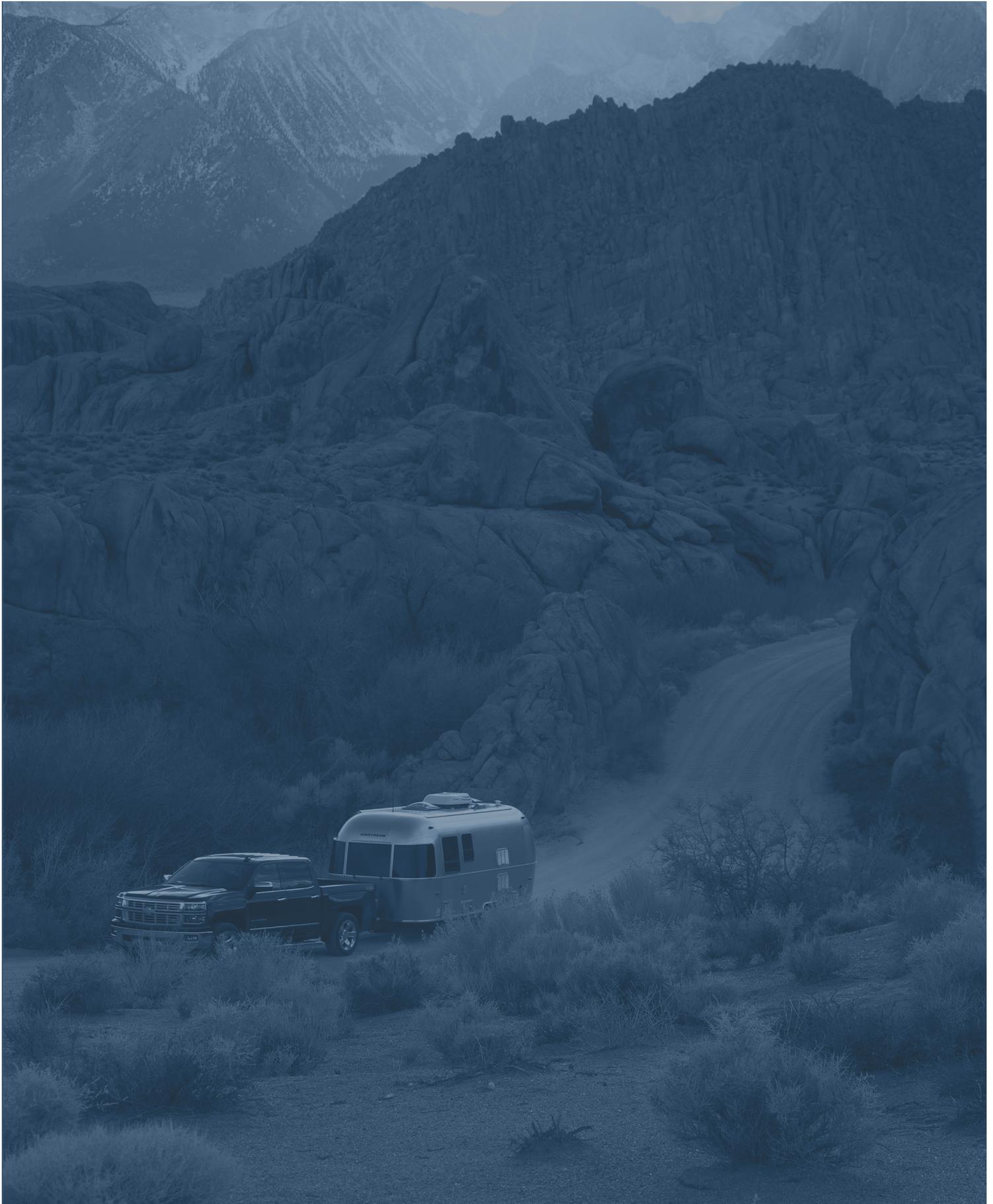
## *Core Programs Deliver Member Value*

# Industry Advocacy

### ***International***

Our International Team works with governments across the world to identify and promote RV standards to prevent U.S. RVs from being locked out of emerging and existing global markets. Highlights include:

- **Prevent U.S. RVs from being locked out of global automotive standards:** a group of 54 countries from across the world have signed the 1958 agreement under the United Nation European Economic Commission' Working Party 29 (WP.29) to globalize automotive standards. Although the U.S. is not part of the original agreement, the U.S. government, as well as governments across the world, follow some or all of criteria set by the group. Currently, WP.29 is not focused on small segments of the automotive industry, such as RVs, resulting in criteria and standards that are not appropriate for our vehicle types. The RV Industry Association is working successfully to enlisted support from countries and trade groups in major markets for our proposal to establish an RV exemption or a separate category for RVs under the WP.29 framework. This action will allow the association to ensure that U.S.-built RVs are not locked out of the global market.
- **Promotion of U.S. RV standards and products in China:** U.S. Ambassador Terry Branstad and provincial leaders from Guangxi province met with RV Industry Association executives during an April event in Guilin and witnessed execution of a memorandum of understanding (MOU) between the RV Industry Association and Guangxi Provincial Tourism Association, in which the parties agreed to work together to promote the RV and campground business in the province. A U.S.-made RV was featured at the official event.
- **Participation in Korea's RV standards development:** To continue the Association's effort to assist standards development in Korea, the RV Industry Association and Korea Transportation Safety Authority (KOTSA) held a standards seminar last May to promote U.S. RV standards and understand Korea's proposed RV related amendments to the country's motor vehicle code. Working with the Commercial Service at U.S. Embassy and USTR Office, we have been successful in persuading KOTSA to adopt safety requirements favorable to U.S.-made truck campers.



## Core Programs Deliver Member Value

# Standards and Self-Regulation

### Maintaining Self-Regulations Through Standards

Contributing to the creation and review of standards affecting the RV industry is a critical role of the RV Industry Association's Standards Department. The Standards team maintains and contributes to the creation of, and updates to, eight industry standards regulating traditional and park model RVs. These efforts keep the RV industry self-regulated.



#### **RV Standard**

NFPA 1192 Standard for RVs 2018 Edition



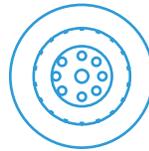
#### **Low Voltage Systems Standard**

ANSI/RVIA Standard for Low Voltage Systems 2018 Edition



#### **Park Model RV Standard**

ANSI A119.5 Park Model RV Standard 2015 Edition



#### **Wheels on Trailers Standard**

Standard - ANSI/RVIA Process Controls for Assembly of Wheels on Trailers, TSIC-1 2018 Edition



#### **Campground Standard**

NFPA 1194 Standard for RV Parks & Campgrounds 2019 Edition



#### **Exterior Ladder Standard**

Recommended Practice Laboratory Test Procedures for Exterior Ladders, ANSI EXTLAD-1 2019 Edition



#### **Engine Generator Standard**

ANSI/RVIA American National Standard Engine Generator Sets, EGS-1 2018 Edition



#### **Plan Approval Standard**

ANSI/RVIA Uniform Plan Approval UPA-1 2019 Edition

**The Standards Steering Committee re-established the RV-C Subcommittee to continue the development and maintenance of the open RV Communication Area Network (CAN) protocol (RV-C protocol) to improve interoperability and serviceability for RV industry use and address emerging issues, including, among other things, data privacy and cybersecurity concerns.**

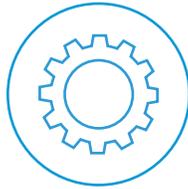
## Standards Inspections Team

Our Standards department maintains a professional team of full-time inspectors that promote the enhancement of safety by monitoring adherence to the standards adopted by the Board of Directors for the construction of RVs and Park Model RVs. The team conducts more than 2,000 unannounced inspections of member company RV manufacturing plants annually and is committed to providing educational resources and hands-on training to manufacturer members to support their commitment to comply with these adopted codes and standards.



**6**

**Inspectors**



**365**

**RV and Park Model RV  
Production Lines**

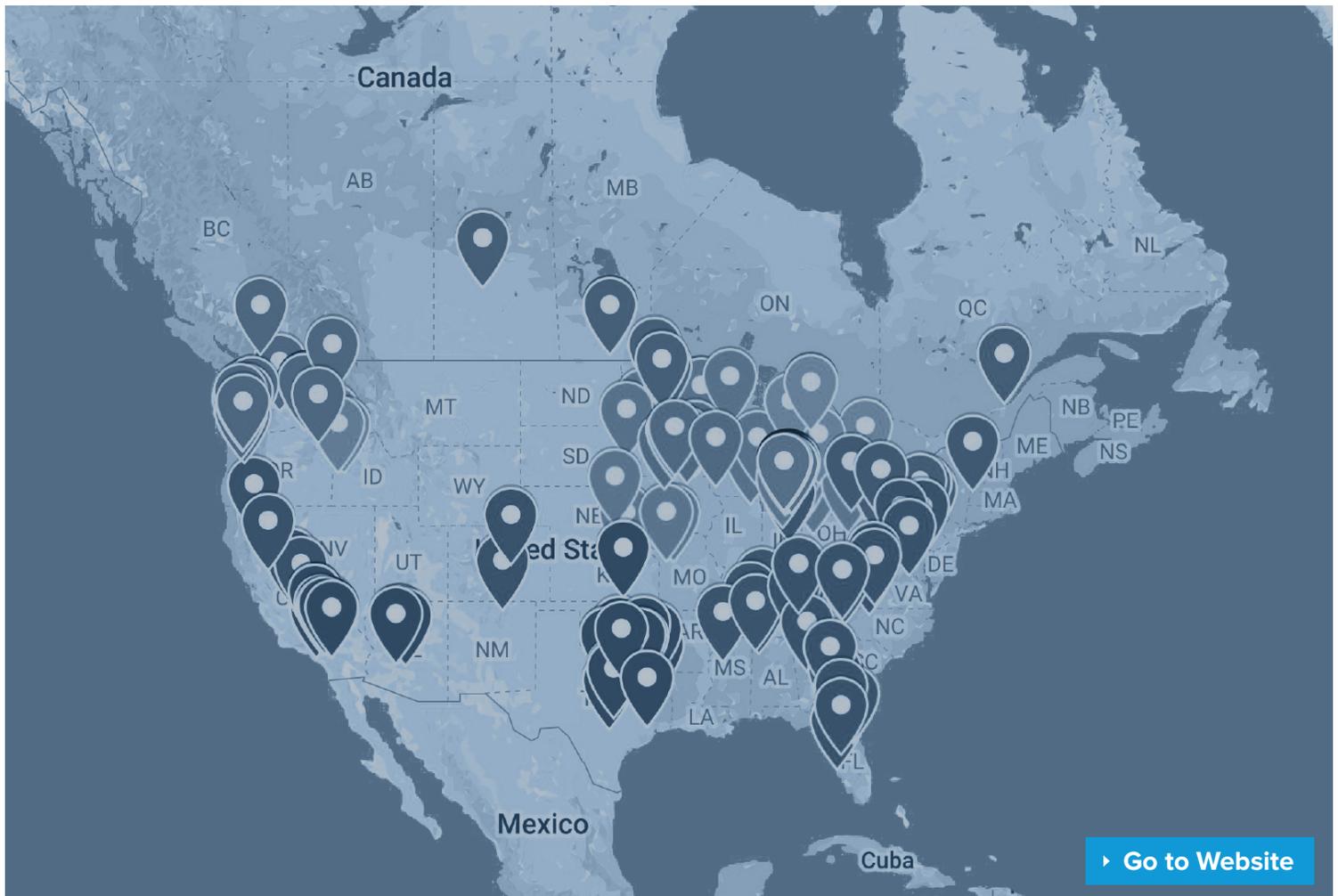


**2,097**

**Inspections in  
2019**



**Inspections were  
conducted in 36  
states and provinces**



*Core Programs Deliver Member Value*

# Consumer Outreach & Lifestyle Promotion

## Go RVing®

Go RVing's research-driven multichannel strategy delivered major exposure for the RV industry in 2019, elevating awareness of the lifestyle and driving customers to RV dealerships.

[▶ Go to Website](#)

### Go RVing Impressions

## 3 Billion Impressions



**Digital:**  
1.1 Billion



**TV:**  
1.1 Billion



**Earned Media:**  
463 Million



**Print:**  
286 Million



**Experiential:**  
60 Million

## Go RVing Campaign Highlights

**224**  
 MILLION  
 IMPRESSIONS

Teaming up with Disney and Pixar on an integrated marketing campaign to promote Toy Story 4, which grossed over \$1 billion worldwide at the box office, and drive awareness of RVs. As a part of this partnership Go RVing developed special spots to promote the RV lifestyle. This campaign combined digital and TV ads to generate more than 224 million impressions.

**500**  
 MILLION  
 IMPRESSIONS

To coincide with the RV travel season, Go RVing launched the Kickoff to Camping Season campaign which included partnerships with The Ellen DeGeneres Show, MotorTrend TV, and IZEA, the world's largest network of top-rated social influencers. The campaign provided prolonged exposure throughout the travel season and produced more than 500 million impressions including paid media and PR.

**113**  
 THOUSAND  
 VISITORS

More than 113,000 visitors toured RVs that Go RVing set up at 20 experiential events in 2019. The displays, which include at least two RVs at each event along with games and activities for visitors, provide an opportunity for event attendees to experience RVs in an unexpected setting.

**463**  
 MILLION  
 IMPRESSIONS

Earn media continued to be a vital component of the Go RVing campaign. Placements included high-value outlets such as CNBC, Wall Street Journal, Chicago Tribune and Popular Mechanics. The PR team worked with 30 new influencers, as well as 9 RV manufacturers and 2 RV rental companies to produce an array of stories that reached key audiences with RV messages.

## CALIFORNIA RV SHOW

The RV Industry Association produces one of the nation's largest consumer RV shows which drives RV sales and interest in the RV lifestyle.

The California RV Show had another record-breaking year for attendance at their new location, the Auto Club Speedway in Fontana, CA.

[Go to Website](#)



**45,112 Attendees**  
 (up over 12%)



**886,667 sq. feet**  
 of exhibit space



**22**  
 RV Dealerships



**Over**  
 1,000 RVs



**Over 50**  
 Educational  
 Seminars for  
 RVers

*Core Programs Deliver Member Value*

# RV Technical Institute: The Only RV Industry-Wide Credential

▶ [Go to Website](#)

**With record numbers of RVs being produced and sold to an ever-expanding demographic of RV consumers, it is more important than ever that RV buyers know that there are efficient, well-trained technicians available to keep their RVs safe and operational.**

The RV Technical Institute's mission is to improve the RV consumer experience, reduce repair event cycle times and aggressively increase the number of proficient, well-trained RV technicians across the country.

In 2019, the RV Technical Institute made significant strides in pursuit of this mission:

- Hired a new Executive Director, Curt Hemmeler, to lead the RV Technical Institute in establishing its new headquarters and training facility, as well as managing and executing the strategic business plan.
- The new training facility in Elkhart, IN was purchased, renovated and opened on time and significantly under budget.



## Hub and Spoke Model

In order to train as many RV technicians as possible, the RV Technical Institute has created a “hub and spoke” model with a headquarters in Elkhart, Indiana and partnerships with regional trainers across the country. The new RV Technical Institute’s headquarters can hold more than 100 students in its 6 classrooms and accommodate more than 10 RVs for hands-on training between the indoor training bay and outdoor areas.

The Authorized Licensed Partner program allows the Institute’s curriculum to be delivered through a network of regional training partners approved to teach its standardized training on a local or regional basis. RV technicians will have the option to take classes at the RV Technical Institute’s headquarters or at one of the partnership locations.

In 2019, the RV Technical Institute had worked with 12 interested partners and entered into an agreement with Camping World, the largest RV training program in the country.

Core Programs Deliver Member Value

# RV Technical Institute: The Only RV Industry-Wide Credential



## LEVEL 1 TECHNICIAN

A PDI technician with a proven skill set to prepare an RV for customer delivery by verifying the operation of all components.

### HOW DO I ACHIEVE THIS LEVEL?

Successfully pass Level 1 written and skill-based (practical) exams.



## LEVEL 2 TECHNICIAN

A technician that has theoretical knowledge of all the systems and components within an RV and a proven skill set to be able to perform basic diagnostics, troubleshooting and repairs on those systems and components.

### HOW DO I ACHIEVE THIS LEVEL?

Successfully pass Level 1 & 2 written and skill-based (practical) exams.



## LEVEL 3 SPECIALIST

A technician that has completed the supplier trainings on specific types of components and increasing their skill set to be able to perform advanced diagnostics, troubleshooting and repairs on those systems and components.

### HOW DO I ACHIEVE THIS LEVEL?

- Successfully pass Level 1 & 2 written and skill-based (practical) exams.
- Attend and pass 24 hours of approved/hands-on vendor trainings within 5 years covering the minimum topics listed for each specialty.

### THE TNT PROGRAM SUCCESSFULLY TRANSITIONED TO THE RV TECHNICAL INSTITUTE'S TRAINING MODULE

For years the Technicians in Training Program (TnT) has helped bring supplier training directly to dealers' locations. This supplier training counted toward recertification hours for Certified Technicians. In the new RV Technical Institute program, qualified supplier trainings count toward Level 3 Specialty Certifications, as well as recertification hours for Level 2-4 Certified Technicians.

#### 2019 TNT TRAININGS

NUMBER OF TRAININGS	<b>183</b>
NUMBER OF TECHNICIANS TRAINED	<b>2,201</b>

#### NUMBER OF PEOPLE WHO BECAME CERTIFIED TECHS IN 2019

REGISTERED	<b>1,001</b>
CERTIFIED	<b>269</b>
MASTER CERTIFIED	<b>48</b>

**NEW RV SERVICE TECHNICIAN CAREER PATH CURRICULUM COMPLETED**

Following successful pilot groups, Level 1 curriculum has been finalized. Level 2 began pilot testing and will be finalized in early 2020.

**LEVEL 1 PILOT**

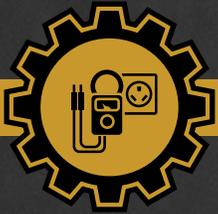
**30**

TRAINING & TESTING  
 10 ADDITIONAL JUST TRAINING

**LEVEL 2 PILOT**

**31**

TRAINING & TESTING



**ELECTRICAL SPECIALIST**

Converter, inverter, transfer switches, management systems, batteries (including lithium-ion), surge protection, solar, generators



**ELECTRONICS SPECIALIST**

Satellite systems, multi-plexing, control area networks (CAN)



**LEVEL 4  
 MASTER TECHNICIAN**

This technician has completed all 5 Level 3 specialties through vendor trainings and is proficient in troubleshooting and repair of ALL the major systems and components within an RV.



**CHASSIS SPECIALIST**

Stabilization, leveling, electric steps, braking systems (including hydraulic and electric), vehicle weights



**SLIDE-OUT SPECIALIST**

Cable slide-outs, above floor slide-outs, through frame slide-outs (including screw-type, rack and pinion, hydraulic, flush mounted)



**APPLIANCE SPECIALIST**

Furnaces, air conditioning, refrigerators, water heaters (including traditional, instantaneous, hydronic), and combination systems

## Member Benefits

# Research, Resources and Reports

The RV Industry Association provides research, resources and reports that allow members to stay informed of current and future market trends, consumer trends and policy trends, as well as resources on current laws, regulations and standards affecting the RV industry.

We help members make smarter decisions by providing the most up-to-date industry trends, forecast and market information. Our research studies and market data help members to plan how many RVs to produce, provide insight into the type of technology consumers want implemented into new models of RVs and allow members to tailor future designs to the next generation of consumer.

**RESOURCES  
ACCESSED  
NEARLY 450,000  
TIMES IN 2019**

## News & Insights



**News & Insights.** The go-to source for RV industry news, providing insight on the latest issues and trends affect the RV industry and our members ranging in topic from signature programs, research and education to events, advocacy and the RV lifestyle.

## Market Trends & Research



**RV Road Signs Quarterly Report.** Industry forecast featuring popular trends, sales projections and anticipated growth.



**Monthly Shipment Reports.** Detailed report featuring wholesale shipment numbers, providing the most up-to-date market information.



**Industry Profile.** A comprehensive look at wholesale production for the most recent 10-year period and an analysis of RV production related to the overall economy.



**RVs Move America Economic Impact Study.** A study of the annual economic impact of the RV industry at the national, state and local level.

## Consumer Trends & Research



**Aftermarket RV Parts & Accessories Research.** The first of its kind research on the buying habits within the RV aftermarket. The study revealed what customers value most when it comes to buying in brick and mortar stores and online.



**Go RVing Communications Planning Study.** Provides data about the demographics and psychographics of prospective and current RV buyers and identifies effective marketing strategies for reaching them.



**Family Vacation Cost Comparison.** Compares the cost of eight of the most popular vacation types using a hypothetical family of four, consisting of two adults and two children. The study determined that RV vacations are by far the most economical – on average 27 percent to 62 percent less expensive on a per day basis compared to other vacation options analyzed.

## New 2019 Studies



**2019 RVs Move America Economic Impact Study:** Released at the annual meeting of the RV Industry Association, this study revealed that the RV industry has an overall economic impact to the US economy of \$114 billion, supporting nearly 600,000 jobs, contributing more than \$32 billion in wages and paying over \$12 billion in federal, state and local taxes. The study provides data for every state and congressional district across the country.



**2019 RV Aftermarket Parts and Accessories Consumer Survey:** Provided key insights on the aftermarket buying process and how the aftermarket contributes to the overall RVing experience. The research found that younger RVers are choosing to buy the most parts and accessories to make modifications and additions to their vehicles. In addition, two-thirds of surveyed RVers say buying the right parts and accessories to modify their RV enhances their outdoor experiences.

## Laws, Regulations & Standards Resources



**Current Laws and Regulations.** A series of 15 research charts prepared by the RV Industry Association's Government Affairs Department intended to be used by member companies as summary reference guides to state (or Canadian provincial) laws and regulations that impact the RV industry.



**Standards Compliance Resources.** Access to standards, handbooks and education series documents. The education series documents are 32 in-depth education resources for employees on the production lines of manufacturer member companies that focus on the critical aspects of manufacturing compliance and requirements in the NFPA 1192, ANSI LV or NEC codes and standards.

## Standards created 6 training videos addressing top cited deviations

**ELECTRICAL BOX  
SIZING**

**ELECTRICAL  
GROUND  
CONTINUITY**

**PLUMBING DRAIN  
SYSTEM LONG  
AND SHORT TURN  
FITTINGS**

**PLUMBING DRAIN  
SYSTEM SANITARY  
TEE FITTINGS**

**BONDING PROPANE  
PIPING SYSTEMS**

**DISTRIBUTION  
PANELBOARD  
BASICS**

Social media expands the reach of research & resources,  
reports and more for members:



**79%**

**INCREASE (REACH)**



**58%**

**INCREASE (IMPRESSIONS)**



**68,000+**

**IMPRESSIONS SINCE  
INCEPTION OVER 10 MONTHS**



**290,000+**

**IMPRESSIONS OVER  
12 MONTHS**



*Member Benefits*

# Events, Trainings & Services

## RVs Move America Week

RVs Move America Week is the time when the industry comes together to not only chart the future of the association, but to also make our united voice heard on Capitol Hill. Over 250 members of the industry participated in 19 committee meetings to set the strategic roadmap for the RV industry, as well as networking events.

The RV industry then had a strong showing on Capitol Hill when 150 members participated in 176 meetings with federal policymakers on issues critical to the growth of the \$114 billion RV industry.

**250+**

INDUSTRY  
ATTENDEES

**19**

COMMITTEE  
MEETINGS

**150**

INDUSTRY  
ADVOCATES

**176**

MEETINGS ON  
CAPITOL HILL

## Aftermarket Conference

The RV Aftermarket Conference is a three-day event where suppliers and distributors in the RV industry meet to showcase the latest aftermarket products and services while developing strategies to expand their business in the coming year. The conference features one-on-one “meeting appointments” between RV suppliers and distributors, while also providing many social opportunities to learn vital business information from those who have a record of success in the industry.



Suppliers:  
**63**



Distributors:  
**18**



Reps:  
**11**



Total Meetings:  
**817**



## Legal Symposium

In conjunction with the winter meeting of the association's Lawyers Committee in February 2019, the Legal Department organized, hosted and presented the second annual RV Industry Legal Symposium. This event built on its inaugural year and continued to provide a full day of programming, with guest speakers and panelists presenting in-depth information on current legal topics of importance to RV industry counsel. Seminar topics included: Online Commercial Disparagement and Reputation Management, Recent Developments in Labor Law and NLRB Decisions, Flying in Formation to Prevent Litigation and Expert Witness Impact.



## Dispute Resolution Program for Recreation Vehicles

The Association Legal Department facilitated the development of the Dispute Resolution Program for Recreation Vehicles (DRP-RV) administered by DeMars & Associates. In an effort to improve the consumer experience by giving RV owners a streamlined method of resolving warranty-related issues, DRP-RV provides a nationwide voluntary consumer mediation program that is available for free to the consumer of participating RV manufacturers.



## Driving Policy Webinars

New in 2019, monthly Driving Policy Webinars provide concise but detailed updates on policy issues affecting the RV industry and our members. Topics covered issues at both the state and federal level including tax, trade, tariff, franchise, outdoor recreation and infrastructure. Recordings are available for members on the association website.



## Standards Education Efforts

The standards team continued to focus their efforts on educating members through seminars and webinars on vehicle safety issues, the most common deviations, new standards, revisions to existing codes and the creation of comprehensive training materials for members. Standards education events included:

The fourth annual **NHTSA Seminar**, a full-day event, focused on the potential life stages of a recall: identifying a potential issue that requires further investigation, elevating such issue to a safety committee, investigating and identifying the elevated issue and administering a recall campaign; in addition to reviewing basic federal motor vehicle safety standards and the function of a safety committee.

**Creating a Safer Workplace**, a two-part seminar, concentrated on workplace safety and leadership training centering around plant management and executive level leadership. The training provided practical assistance for supervisory staff and support staff (engineers) on promoting safety through their interaction with people and their monitoring and correction of hazards and other safety risk. Practical skills, such as safety auditing and ergonomics assessment were taught, along with skills necessary to coach and promote safe behaviors on the manufacturing floor.

## RV INDUSTRY ASSOCIATION AWARDS

**DISTINGUISHED SERVICE TO THE RV INDUSTRY  
AWARD** Bruce Hopkins, RV Industry Association

**DAVID J. HUMPHREYS RV INDUSTRY  
UNITY AWARD**

Bob Parish, Wells Fargo Commercial  
Distribution Finance

**NATIONAL LEGISLATIVE AWARD**  
Rep. Jackie Walorski, (R-IN)

**DISTINGUISHED ACHIEVEMENT IN RV STANDARDS**  
Matt Miller, Newmar Corp.

**NATIONAL EDUCATION SERVICE AWARD**  
Lance Wilson, Florida RV Trade Association

**2019 RV AFTERMARKET PRODUCT OF THE YEAR**

First Place: Bio-Kleen Products Inc.:  
Kleen Wash RV/Marine/Auto

Second Place: Hughes Autoformers:  
Power Watchdog & EPO Surge Protector

Third Place: Creative Products Group:  
Ultra E Pro Lock

**2019 RV AFTERMARKET SUPPLIER OF THE YEAR**  
B&W Custom Trailer Hitches

**2019 RV AFTERMARKET DISTRIBUTOR OF THE YEAR**  
Northern Wholesale Supply Inc.

**2019 RV AFTERMARKET JIM BARKER LIFETIME  
ACHIEVEMENT AWARD**  
George Grengs

## 40 UNDER 40

LINDSAY BABINSACK, SEBRITE FINANCIAL CORPORATION

CHASE BAERLINE, BANKSTON MOTOR HOME

THOMAS BENNETT, GENERAL RV CENTER

LARRY BESSE, PRIMEAUX RV

JAMES BONIN, PAN PACIFIC RV CENTERS, INC.

KYLE BONITA, TORKLIFT INTERNATIONAL

DEVIN BURTON, GIANT RECREATION WORLD

JUSTIN CARLTON, CARLTON CAMPING CENTER

MELANIE CARR, ESCAPEES RV CLUB

TRAVIS CARR, ESCAPEES RV CLUB

ADAM CHRISTOFFERSEN, WINNEBAGO

AMY CLOSTER, OWASCO RV

MICHAEL COWHERD, US ADVENTURE RV QUAD CITIES, LLC

JOEL CRAWFORD, TORKLIFT INTERNATIONAL

ASHLEY ELLIOTT, NORTHWEST RV

ZACH EPPERS, COACHMAN RV CLASS A DIVISION

SHANNON ESTERLY, COACH-NET

ROBERT FITZSIMMONS, CROSSROADS RV COMPANY

JORDYN FOOS, RV PRO

JEREMY GREENE, RV INDUSTRY ASSOCIATION

MICHILAH GRIMES, LIPPERT COMPONENTS

CURTIS GUNTER, FOREST RIVER

NICK HAARHUES, CAREFREE OF COLORADO

SAM JEFSON, WINNEBAGO

DUSTIN JOHNS, TRAVEL LITE RV

ANITA LIEN, RV DEALERS ASSOCIATION OF CANADA

BRYAN MELTON, AIRSTREAM

AJ PETTIS, RON HOOVER RV & MARINE OF WEST HOUSTON

STEPHANIE PUGLISI, RV FAMILY TRAVEL ATLAS

SAMANTHA ROCCI, RV INDUSTRY ASSOCIATION

JOEY SCHNEIDER, OCEAN GROVE RV SUPERCENTER

CHRIS SMITH, FAMILY MOTOR COACH ASSOCIATION

TIM SUETKAMP, MITO CORPORATION

NICOLE SULT, LIPPERT COMPONENTS

ALEXA SZYBOWICZ, AIRXCEL

LEIGH TIFFIN, VANLEIGH RV

KARYN TORCOLETTI, ERWIN HYMER GROUP OF NORTH AMERICA

DANIEL TURK, AFFINITY RV

MOLLEE VEURINK, VEURINK'S RV CENTER

BRAD WALDEN, SOUTHERN RV

# Thank You Members

- 20 TWENTY Sustainable Manufacturing Inc.
- 413 Cabins, LLC
- ABC Marketing, Inc.
- Acker Built
- Adesa Auctions
- Advanced RV
- Adventurer LP
- Airxcel, Inc.
- Alliance Recreational Vehicles
- Alpha Systems, LLC.
- Aluminum Trailer Company
- American Guardian Warranty Services, Inc.
- American Surplus & Manufacturing Ice Castle Fish Houses
- American Technology Components, Inc.
- Americana Tire and Wheel Division of Americana Development, Inc.
- Amerimax Building Products
- AP Products
- APCO Easy Care
- Apex Graphics
- API, Inc. (American Pacific Industries)
- Aramark
- ARC Representation & Consulting, LLC
- Aries Engineering, Inc. Gold Heat
- Arrow Distributing, Inc.
- Arterra Distribution
- ASA Electronics, LLC
- Atlas Trailer Coach Products Ltd
- Awnings By Zip Dee, Inc.
- Axalta Coating Systems
- B&B Micro Manufacturing Inc.
- Bank of America
- Bank of the West
- Bank OZK
- Bantam Built
- Barker Manufacturing Co.
- Barnes & Thornburg LLP
- BB&T
- Bennett Truck Transport, LLC
- Bentzer, Inc.
- BJ Thompson Associates, Inc.
- Black Series Campers, Inc.
- Blue Ox
- BMPRO
- Braxton Creek RV, LLC
- Brown & Brown of Kentucky
- C.M.I. Automotive
- Caframo Ltd.
- Camco Mfg. Inc.
- Camping World Inc.
- Canadian Recreational Vehicle Association
- Carefree of Colorado
- Cass Hudson Company
- Cavagna North America, Inc.
- Cavco Park Models & Cabin RV's
- Chinook Motor Coach, Corp.
- Chrysler Group Fleet/FCA Fleet
- Classic Accessories, Inc.
- Clean Seal, Inc.
- CMH Manufacturing West, Inc.
- Coach Glass
- Coach House
- Coach-Net
- Cofair Products
- Columbia Northwest, Inc. Aliner and Somerset Folding Campers
- Command Electronics, Inc.
- Compass Conversions
- Cornerstone Design Build, Inc.dba Cornerstone Tiny Homes
- Crane Composites, Inc.
- Creative Products Group
- Crowe LLP
- Cummins, Inc.
- CURT Group
- D & R Agency, Inc.
- D&W, Inc.
- Dave Carter & Associates Corporate Office
- DB Technologies, Inc.
- Dealer Resources Group
- DealerPRO RV Training
- Dec-O-Art Inc.
- Demco
- DENSO Products and Services Americas, Inc.
- Derema Group
- Dexter Axle Company
- Diamond Shield
- DNA Enterprises Inc. dba Canterbury
- Dometic Corporation
- Dragonfly Energy
- DRN Media Inc. dba RV news
- Dura Faucet
- Eberspaecher Climate Control Systems Canada Inc.
- ECI Fuel Systems
- Eclipse Recreational Vehicles, Inc.
- El Monte RV-Santa Fe Springs
- Elkhart Supply Corporation
- Elwell Corporation
- Enerco Group Inc.
- enVista, LLC
- Escape RV
- Escapees RV Club
- E-T-A Elektrotechnische Apparate GmbH
- EverLogic, Inc
- Exponent
- Fabric Services
- Faegre Baker Daniels
- Fairview USA Inc.
- Family Motor Coach Assn.
- Farmhouse Investments LLC dba Perch & Nest
- Fasnap Corporation
- Featherlite, LLC.
- Fiamma Inc.
- Fireboy-Xintex LLC
- Firefly Integrations
- FLATS OVER Safety Band
- Flexsteel Industries, Inc. Vehicle Seating Division
- Flex-Tech
- Foland Sales, Inc
- Foremost Insurance Co.
- Forest River Inc.- Headquarters
- Foretravel, Inc.
- Foster & Associates
- Freightliner Custom Chassis Corporation
- Fribley Technical Services, Inc.
- Furion LLC
- Future Sales
- G & G Media Group LLC dba RV Business
- Garmin International, Inc.
- GEICO
- Genesis Products Inc.
- Genesis Supreme RV, Inc.
- Girard Systems
- Global Composites, Inc.
- Go Power! A wholly owned subsidiary of Valterra Products, LLC
- Gorin Cohen Consulting Group
- Goshen Chamber of Commerce
- Gulf Stream Coach, Inc.
- GWN Marketing Inc.
- Hanwha Azdel, Inc
- Happier Camper, Inc.
- Harvest Hosts
- Hearst Business Media
- HELLA Automotive Sales, Inc.
- Hendrickson Truck Commercial Vehicle Systems
- Heng's Industries USA LLC
- Henkel Corp.
- Hilltop Structures
- HL Enterprise, Inc.
- Hopkins Manufacturing Corporation
- Huebner Petersen
- Hughes Autoformers
- Huntington Bank
- HWH Corporation
- IAPMO
- Icon Technologies Ltd.
- Indel Webasto Marine USA
- Indigo River Tiny Homes LLC
- Industrial Finishes & Systems
- InTech RV
- Integrated Dealer Systems
- International Code Council - Evaluation Services (ICC-ES)
- International Sportsmen's Expositions
- International Thermal Research Ltd., ITR
- Intertek Testing Services NA Ltd.
- ITC Inc.
- Jaeger-Unitek Sealing Solutions, Inc.
- JR Products
- Kaddy Cruiser RV
- Kampgrounds of America
- Kelcom Inc.
- Keller Marine & RV
- Kenyon International, Inc.
- KeyBanc Capital Markets
- Keystone Automotive Operations, Inc.
- KING
- Kropf Manufacturing Co., Inc.
- L&W Engineering, Inc.
- Lancaster Log Cabins
- Land Ark RV LLC
- Land 'N' Sea Distributing
- Laurelhurst Distributors
- Lazy Daze, Inc.
- Leisure Travel Vans/Triple E RV
- Level 3 Homes & Design dba Tiny Innovations
- Lewis Communications
- Liberty Cabins
- Light Vision Corporation
- Lindsey Research Services
- Line 5, LLC
- Lionshead Tire and Wheel
- Lippert Components, Inc. - HQ
- Liquid Spring LLC
- Lithium Pros
- Lonski and Associates, LLC
- Lotte Advanced Materials USA, Inc.
- LTI Flexible Products dba Boyd Corporation
- M&T Bank
- M.B. Sturgis Inc.
- Magnadyne Corporation
- Majestic
- Marshall Excelsior
- Master Distributor Corp. ROC Plumbing
- MBA Insurance, Inc.
- Medallion Bank
- Melius Corporation
- Mercedes-Benz USA
- Merrick Bank Recreation Lending
- Midwest Sales & Service, Inc.
- Minimaliste Inc.
- MITO Corporation
- Modern Tiny Living, LLC
- MORryde International, Inc.
- Motility Software Solutions
- Motley RV, Inc.
- Mountain Barn Builders LLC dba Petit Cottages
- MTI Industries, Inc.
- Muddy Creek Manufacturing, Inc.
- My Financing USA
- N.P.S. Company, LLC
- NADAguides
- NB4 Brand, LLC
- Nelson Industries, Inc.
- Nexus RVs, LLC
- Norco Industries, Inc.
- North America Trailer Company LTD
- Northern Lite MFG Ltd
- Northern Wholesale Supply, Inc.
- Northpoint Commercial Finance
- Northwest Interiors
- Novus Radar Technologies
- ObeCo, Incorporated
- Oetiker, Inc.
- Old Orchard Wholesale
- Oliver Travel Trailers, Inc
- Outlaw Conversions
- Own The Open Road
- Pace International
- Pacific Coachworks
- PacWesty Works, LLC
- ParkPower/Progressive Industries Inc.
- Patrick Industries, Inc.
- Peace Vans
- Pentair
- Phoenix USA Inc.
- Pinnacle Appliances
- Platinum Cottages, LLC
- Pleasant Valley Homes, Inc. dba Fork Creek
- Pleasant Valley Teardrop Trailers
- Pleasure-Way Industries Ltd.
- Prest-O-Fit, Inc.
- Prime Products
- Prime Source Wholesale Distributors, LLC
- ProAir, LLC
- Progress Mfg. Inc.
- Progressive Dynamics, Inc.
- Progressive Insurance Company
- ProPack Packaging, Inc.
- PULLRITE Towing Systems/ Pulliam Enterprises, Inc.
- QAI Laboratories Ltd
- Quality Drive-Away, Inc.
- R.V. Service Academy
- Ranger Distribution Inc.
- Recreation By Design, LLC
- Recreational Dealer Services
- Redarc Electronics
- Regency Conversions, Inc.
- RELION Battery
- Remco Industries
- REV Group, Inc.
- Revolos
- Richloom Fabrics Group
- Rieco Titan Products, Inc.
- RiverPark, Inc.
- Riverside RV, Inc.
- Roadmaster, Inc.
- Roadtrek Inc.
- Robert Thibert Inc
- Robert W. Baird & Co., Inc.
- Robert Weed Corporation
- Rocky Mountain Structures LLC
- Rolling Acres Cabins, LLC
- RSM US LLP
- RV Designer
- RV Intelligence
- RV Partfinder
- RV Pro Magazine
- RV Safety & Education Foundation
- RV TECH Training Center
- RV Trader
- RV/MH Hall Of Fame
- RVLI
- RVT.com Classifieds
- RVUniverse
- RVUSA.Com
- S.M. Osgood Company Corporate Office
- Safeco Insurance
- Safety Step
- Salem Distributors
- Samlex America
- Schupam Industrial Recycling Services
- Seaflor Marine and RV North America LLC
- Sensata Technologies, Inc
- Service Group
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- Shepherd Sales
- Sherwin-Williams
- ShowHauler Trucks
- ShowSpan, Inc.
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- Silverleaf Electronics Inc.
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- Sleep Number Corporation
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- Somfy Systems, Inc.
- Spartan Motors, Inc.
- Sportsmobile North, Inc.
- Sportsmobile West
- Spradling International
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- Star Brite, Inc.
- Star Fleet Trucking, Inc.
- State Wide Windows
- Statistical Surveys, Inc.
- Storyteller Overland, LLC
- Stromberg Carlson Products, Inc.
- Summit Bodyworks
- Swagman
- Swavelle Mill-Creek Fabrics
- SylvanSport
- Syntec Industries, Inc.
- T.R. Arnold & Associates, Inc.
- Taft Stettinius & Hollister LLP
- TAXA Outdoors
- TCF Inventory Finance, Inc.
- Tea Cup Tiny Homes, Ltd.
- TECNOFORM S.p.A.
- Testing Engineers International, Inc.
- TH2 Connect, LLC dba Togo Group
- The Commodore Corporation dba Commodore Homes of PA
- Thetford Corp.
- Thimble Homes
- Thin-Lite Corporation
- Thor Industries, Inc.
- Thum Insurance Agency, LLC
- Tiffin Motor Homes, Inc.
- Timberland
- Tiny Idahomes LLC dba Rugged Mountain Custom RV
- Tiny Living Limited
- Tom Manning & Associates
- Torklift International
- Trail Boss Conversions, Inc.
- Trailer Valet
- Tredit Tire & Wheel Co.
- TriMark Corporation
- Trim-Lok, Inc.
- Tru Form LLC
- Truck System Technologies
- Truma Corp.
- Tumbleweed Tiny House Company
- Tuson RV Brakes, LLC
- Tweddle Group
- UFFP Distribution LLC
- U-Haul International
- Ultra-Fab Products, Inc.
- Ultrafracs, Inc.
- Unified RV
- United States Warranty Corporation
- US Bank Recreation Finance
- Utility Supply Group
- Valterra Products, LLC
- VanDyke Enterprises
- Vanleigh RV
- VAS Vehicle Administrative Services
- Velvac Inc.
- Venuti Woodworking Inc.
- VIAIR Corporation
- Vitrifrigo America LLC
- Volta Power Systems
- Vomela Specialty Company
- Voyager Industries, Inc/Black Line Conversions
- Walex Products Company, Inc.
- WD-40 Company
- Webtze, Inc. dba ModVans
- Wells Fargo CDF
- Wesco Distribution, Inc.
- Westland Sales - WLN Inc
- Winegarden Company
- Winnebago Industries, Inc.
- WirthCo Engineering, Inc.
- Woodland Park, Inc.
- Xantrex LLC
- Xtreme Outdoors LLC
- Xylem, Inc. Flojet
- Yamaha Motor Corporation USA
- Zamptech dba Zamp Solar, LLC
- Zion's Tiny Homes

