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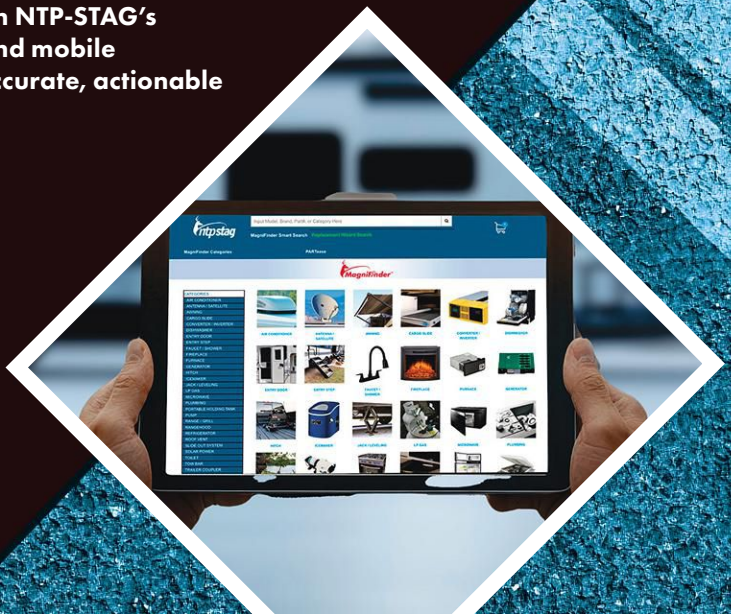
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Photo courtesy of Daniel Gorostieta for Leisure Travel Vans

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ATLAS



Jennifer King

For this issue, RV PRO conducted a survey on workforce trends that we hoped would be insightful for our readers. We asked: What is the average salary for different departments at an RV dealership? Are full benefits often offered for full-time employees or only paid time off? What type of training and development opportunities do dealership employees have access to?

For answers to these questions and more, turn to page 24. We would also like to hear from you — do the statistics we collected sound on par with where you work? What questions would you like us to add to this survey next year?

One thing we didn't address in this year's survey is how engaged the RV dealership workforce feels with what they do every day. Employee engagement, according to Gallup, is a key indicator of how successful a business will be because engaged employees are more likely to:

- Take initiative and go beyond what's expected of them
- Stay with their company longer
- Deliver better customer outcomes
- Collaborate effectively with others
- Show resilience under stress or change

Does your workplace take time to evaluate how engaged employees are? According to Gallup, while engagement is the responsibility of everyone in an organization, it's the managers who drive 70% of the variance in engagement. In other words, they "make or break employee experience," Gallup says.

The reason engagement is such a key indicator of success is it typically leads to "higher productivity and profitability; lower absenteeism and turnover; fewer safety incidents and quality defects; and stronger customer loyalty," Gallup says.

Have you found this to be true at your dealership? Do the employees who are most engaged also show up to work every day and encourage those around them to do more and do better? Are they the employees who customers seek out and return to?

To increase engagement among your employees, Gallup advises that you:

- Align engagement efforts with the broader employee experience strategy
- Communicate the importance of engagement
- Build trust in benefits of engagement
- Model engagement behaviors
- Redefine managers' roles and expectations
- Provide tools, resources and development that managers need to coach team members
- Establish an evaluation process to accurately measure performance and hold employees accountable

I hope this advice provides actionable items that you can implement today. And I hope that any engaged employees you have right now continue to show that excitement for their job — encouraging that enthusiasm will undoubtedly pay off for your business.

As always, thanks for reading!

Jennifer King



(From left) Rebecca Tittel, Jennifer King and Caroline Fugler

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HIRES & PROMOTIONS



Jon Pagano
Forest River

In January, Forest River appointed Jon Pagano as general manager of its Class B – OGV Luxury Coach Division. As part of the reorganization, OGV is part of the Forest River Motorized Division run by Motorized Group General Manager Brian Clemens. Pagano will oversee operations, product strategy and team leadership, with a focus on quality, innovation, customer satisfaction and growth in the Class B market.



Mike Bloss
Lippert

Lippert Components announced the promotion of Mike Bloss to senior director of Lippert's Technical Institute. Bloss, who previously served as director of educational services, began his Lippert career in 2012 as a customer service technical representative. In his new role, Bloss will focus on strengthening cross-functional partnerships, evolving how technical content is delivered and accessed, and expanding training programs that help reduce service challenges across the RV industry.



Ryan Keefe
National Powersport Auctions

National Powersport Auctions (NPA) announced the promotion of Ryan Keefe to chief revenue officer. In this newly expanded role based out of NPA's corporate office in San Diego, California, Keefe will oversee all sales and marketing operations, leading key initiatives across NPA's dealer sales, institutional sales, RV/marine, DirectBuy, marketing and events divisions.

Brian Feldman, Chris Johnson, Elisha Bendele, Nolan O'Bannon, Dominic Caputo & Peter Beckingham
Blue Compass RV

Blue Compass RV announced key leadership appointments and internal promotions: Brian Feldman was appointed senior vice president of sales operations, and reports to Jon Ferrando; Chris Johnson was appointed vice president of used RV sales, and reports to Feldman; Elisha Bendele was named president of Motor Home Specialist (MHS), and took over leadership of MHS from Donny O'Banion last year; Nolan O'Bannon was named GM of MHS and continues to report to Bendele; Dominic Caputo has been promoted to vice president of inventory management, reporting to Feldman; and Peter Beckingham has been promoted to senior regional F&I director.

AWARDS & RECOGNITIONS

The **RV/MH Hall of Fame** announced its 2026 Class of Inductees. Each year, a maximum of five people associated with each industry are chosen from among the candidates. The 2026 RV Class includes Bob Been of Affinity RV in Prescott, Arizona; Bryan Brady of Heartland RV in Elkhart, Indiana; Richard Curtin of University of Michigan in Ann Arbor, Michigan; Garry Enyart of Cummins in Maple Grove, Minnesota; and Bill Scheffer of MMHRVCA in East Lansing, Michigan.

Dometic and its sister brands **Go Power!** and **TireMinder** were recognized in the Wildsam Readers' Choice Awards, which are voted on by RV enthusiasts nationwide. The brands were awarded with Gold for the RV Toilet, RV Refrigerator, RV Solar Product, RV Water Heater, HVAC Comfort System and Tire-Pressure Monitoring System categories. Dometic also earned Silver in the RV Awning category.

MERGERS & ACQUISITIONS

Meyer Marine acquired certain assets of **Northern Wholesale Supply** in January. Meyer is a family-owned operation since 1937, with nearly 50 years under current ownership. Meyer said it understands the importance of healthy customer and vendor relationships and looks forward to bringing top-caliber distribution and logistics expertise to a knowledgeable and capable inside and outside sales staff offering over 100 marine-focused brands.

Want more? For more information on any of these news items, visit rv-pro.com/news.

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EVENTS

NJCOA Campground Conference & Trade Show
March 2-4
Lake Buena Vista, FL
campgroundconference.com

RVIA Leadership Conference
March 10-12
Austin, TX
rvia.org/events/leadership-conference

Overland Expo SoCal
March 14-15
Costa Mesa, CA
overlandexpo.com/socal

FRVA's 112th International Convention & RV Expo
March 18-21
Perry, GA
frva.com/frva-perry-2026-learn-more

OHI Connect
March 31-April 1
Louden, TN
ohi.org/event/ohiconnect

RVWA Spring Campout
May 1-3
Howe, IN
rvwa.org/events

Overland Expo West
May 15-17
Flagstaff, AZ
overlandexpo.com/west

RVs Move America Week
May 31 - June 4
Washington, D.C.
rvia.org/events/rvs-move-america-week

RVWACF Golf Scramble
June 25
Middlebury, IN
rvwa.org/events/golf-scramble

SUPPLIERS & AFTERMARKET

Harbinger launched **Harbinger Industria,** a new business line offering Harbinger battery technology as standalone products for energy storage and auxiliary power. Airstream is the first customer to integrate Harbinger's energy storage technology. Airstream's new Trade Wind 27FB travel trailer features the Harbinger Power System to support off-grid camping, power air conditioning and integrate with solar power.

Firefly Integrations announced continued growth of its Firefly Training Academy for 2026, with in-person, hands-on training sessions scheduled nationwide and additional locations being added throughout the year. Each session includes approximately six hours of instructor-led training and is eligible for RV Technical Institute Level 3 continuing education credit. For more information, visit fireflyint.com/services/training.

Design Engineering Inc. launched its RV Doghouse Engine Cover Heat & Sound Insulation Kit, designed for Class A, B and C RVs. The kit features protection against engine heat, vibration and noise, and its two-layer design combines Ultra Block, DEI's high-performance thermal insulation, with Boom Mat, a vibration- and noise-damping material.

EMCO Industries launched its High-Performance Mono-Leaf Spring for heavy-duty trailer applications. The new 22,400-pound gross-axle-weight-rated spring addresses onshore supply chain delays and provides a 25% weight reduction compared to traditional 22.4K axle leaf springs, dropping from 53 pounds to 40 pounds.

RV MANUFACTURING



Honda launched the Base Station Prototype, a towable travel trailer built by engineers and designers at the company's U.S. research and development centers in Los Angeles and Ohio. The Base Station Prototype is designed to be towed behind compact SUVs or electric vehicles while remaining competitively priced in the lightweight travel trailer segment. The company also said the travel trailer will fit in a standard residential garage or parking space.

Australian OEM **Dreamhaven** announced a multistate Mountain time zone dealer recruitment tour in January. Spanning Arizona, Nevada, Texas, Utah, Idaho, New Mexico and Colorado, the company said the tour's core mission is to identify and onboard new U.S. dealer partners aligned with the growing expedition-ready trailer market. The tour was scheduled to begin the week of Jan. 19 and run through to the end of March.

WEBINARS

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Excitement Permeates NTP-STAG Expo in Florida

BY JENNIFER KING

Enthusiasm was the name of the game at the NTP-STAG RV & Marine Expo 2026 during the third week of January at the Gaylord Palms Resort & Conference Center in Kissimmee, Florida. With booths buzzing and power hours boosting business, the majority of attendees were entering the year with a healthy dose of optimism.

The first day of the event kicked off with breakfast and a presentation by Anthony "AB" Bourke, who was fired up to explain how "briefings," "debriefs" and "standards" could help RV and marine organizations during times of change. Bourke was a fighter pilot in the U.S. Air Force and a commercial pilot for United Airlines, and also became the top producing mortgage broker in the Western U.S. for a key lending institution. His advice to professionals in the RV and marine industries was to learn from top pilots like those for the U.S. Navy Blue Angels who "never allow themselves to become complacent."

Bourke said that setting standards, such as always starting on time and ending on time, helps drive efficiency. A briefing clearly expresses the plan of action so everyone is on the same page — and it's never interrupted by questions until the end.

But even more important than the briefing is the debriefing, he said. This is when organizations have to set aside titles and hierarchies and learn how they can do better — as individuals and as a team. People have to be ready to say, "I made this mistake and I'll fix it," Bourke said. This type of meeting can help raise the bar on how you give and receive feedback.

After starting the day with a mental "oorah," attendees went to educational sessions hosted by well-known companies such as Airxcel, ICON, MORryde and more. Those sessions continued on into the afternoon, followed by the opening of the exhibit hall from 5-9 p.m. ET, which carried into the next day until 5 p.m.



Walter Bond



The Blackstone booth had a setup for kids to play with.



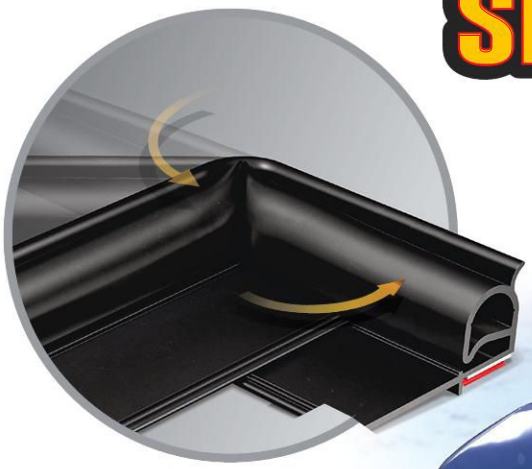
Anthony "AB" Bourke

The crowds of dealers, suppliers and association members from the RV Dealers Association and more seemed excited for the year ahead, with many commenting that the positivity coming off the previous week's Florida RV SuperShow in Tampa was invigorating.

The keynote during breakfast on the second day, Jan. 21, was offered by Walter Bond, a former NBA star who now gives motivational speeches on the "shark mindset." He encouraged attendees to develop a "way" of doing business — citing companies like Chick-Fil-A, which has a company ethos that employees buy into and consumes how they do business and how they treat customers. He said successful companies understand the culture they want to create and use that to build a loyal mindset with their employees and customers.

"If you become an expert in the people business, your people will never be the same," Bond said. RVP

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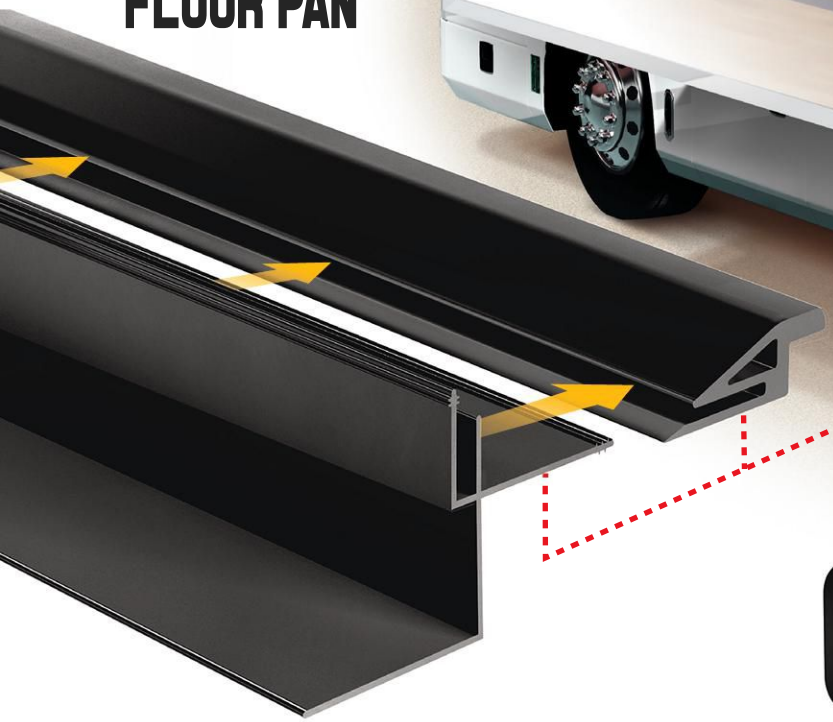


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Where Leisure Meets the Wild

The Canadian OEM refines its product offerings from "everything in between" to limited models with **improved quality and focus.**

BY JOHN MCCURRY

PHOTOS COURTESY OF DANIEL GOROSTIETA FOR LEISURE TRAVEL VANS

Leisure Travel Vans, the Canada-based builder of compact luxury motorhomes, observed a major milestone in 2025, when its parent company, Triple E RV, reached the 60-year mark. The company, known for its solidly built vehicles, is forging its future on innovation.

Leisure Travel Vans takes a "less is more" approach, building just two model lines: the Unity and the Wonder. Mike Elias, vice president of sales and marketing, says the models are technically in the Class C category, but are known in the industry as a Class B-plus. The models are both just over 25 feet in length. The primary difference is the chassis, with Wonder built on the Ford Transit and Unity built on the Mercedes-Benz Sprinter.

The other difference is the floorplan offerings.

"We have now six different floorplan options on the Unity line and three on the Wonder," Elias says. "The big news that we announced in Tampa was the new model called the Unity TBX and a variant called the TB4X. The difference between the two is the 4X is built on the all-wheel drive Sprinter, and the TBX is built on the two-wheel. It was a big introduction for us."

Having just two model lines is an advantage, according to Elias.

"We know this firsthand. Our parent company, Triple E RV, previously built a wide range of products — from Class A motorhomes to compact travel trailers — to ensure we





had the variety needed to serve the Canadian market. Today, by focusing on these two model lines, we've strengthened our quality, boosted efficiency and elevated our product design. And because both lines serve the same niche, we're able to deliver a more refined, compelling offering than ever."

Unity TBX features a nonslide twin bed layout, so that it has two twin beds in the rear and a split layout in the front, with what Leisure Travel Vans calls its new swivel lounge.

"When you are driving, the bench seat faces forward, and you have two three-point seat belts, giving you a total of four front-facing seats with seat belts," Elias says. "This is something our customers have really been asking us for. The TBX accomplishes that."

Leisure Travel Vans has a number of vehicles with four seat belts, but most have two that are side facing. "With the TBX, when you are in the campground, in camp mode, you swivel the bench seat and it turns into a standard booth dinette setup, so it is more comfortable in camping mode. This can also convert to a single bed, suitable for one adult or two kids."

In the middle of the coach, the galley is on the passenger side and a three-piece dry bathroom is on the driver's side, which Elias says is a change.

"A lot of floorplans in this size layout have a wet bath, whereas ours has a dedicated shower. That is unique to the new TBX as well."



In the rear, there is a nifty gear garage, featuring a large pass-through area with big doors that swing up on either side of the coach. There is room for large items, such as bicycles.

Adventure-Seeker Upgrades

The Tampa SuperShow in January resulted in robust reviews for Leisure Travel Vans' offerings. The new model will be shown at many of the early season consumer shows.

"We have a model on our Wonder called the rear twin bed that has a garage, but we didn't have a Unity model with the garage before. That was a big novelty. Our customers were loving that. It is also the first Unity we have built on the all-wheel drive Sprinter, which features a Mercedes-Benz factory lift for a more rugged look."

The new model targets boondocking enthusiasts or the adventure-seeker type of camper who enjoys going off-grid. Elias cites an array of features to accommodate those campers, including larger water tanks (40-gallon fresh water, 35-gallon gray water and 32-gallon black water).

"We also have up to 540-amp hours of lithium battery power, so plenty of power to keep you going when you are off the grid, paired with a 3,000-watt





inverter," he says. "Another unique thing we added on the TB4X is an optional second alternator, which helps charge up those lithium batteries quickly while you are driving. There is lots of gear storage for all your gear and toys."

The TB4X offers a factory-made 4-inch lift in the front, which gives more ground clearance. To make it look the part, there are optional black wheels and all-terrain tires. The optional Black Accent Package blacks out all the chrome and badging.

"All of those things can give you the adventure look that a lot of people are looking for these days, which may include some younger buyers."

Overall, Leisure Travel Vans put together an assortment of upgrades for this year. Elias describes 2026 as being a big exterior design year. Six new paint options were introduced, offering a fresh look. There is also a special new package called the Desert Shadow edition, offering interior and exterior design with warm, sandy tones and black accents.

There are also component upgrades. There is a two-burner induction cooktop in all galleys, something customers have been requesting for several years. Air conditioning units got a boost with a built-in heat pump, offering even distribution of heat. Stitching was improved on captain's chairs, providing a refined, European look. On the outside, the tail light bezel and tail lights on both the Unity and Wonder lines were tweaked to offer a refreshed look on the rear of units.



Gathering the 'Leisure Navigators'

As a family-run, privately held company based in Winkler, Manitoba, Canada, Leisure Travel Vans has a dealer network of about 50 locations split between Canada and the U.S. Every other year the company holds a dealer summit, engaging with dealers to ascertain the type of features their customers seek.

"On an ongoing basis, our sales managers are always in touch," Elias says. "We are very close with our customer group. We have a connection with our owners, whether they are new or returning customers. We send out surveys focused on product feedback. We take it very seriously. All of our survey data is collected by our software, and we have an employee on our design team whose job in part is to maintain, sort and structure the information. We filter that into product development."

For the past several years, the company has convened a focus group, called the "Leisure Navigators," at its annual rally. It is a small group of customers, and Elias and his staff do a deep dive into ways to improve every aspect of every model.

While an uncertain economy and tariffs from U.S. President Donald Trump's administration will continue to present challenges, Elias says that the company's strategy of developing innovative products will remain the key to success. Creating designs that strike a chord with customers will be the path forward.

"We're focused on keeping pace with evolving customer needs and enabling more people to explore with confidence. Our new product lines are well suited to this: they're compact and highly drivable, yet capable in a wide range of settings — from national parks to off-grid travel. We believe strongly in what we build, and we're committed to continued innovation within this segment." RVP

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HELPING MAKE RV DREAMS COME TRUE

Pennsylvania-based Tom Schaeffer's Camping & Travel Center is a family-owned dealership that strives to take care of customers and employees alike.

BY JOHN MCCURRY

IMAGES COURTESY OF TOM SCHAEFFER'S CAMPING & TRAVEL CENTER





Loyal RV customers streamed into a vintage building in Shoemakersville, Pennsylvania, last April to pay tribute to a dealership's seven decades of service. People of all ages, some older than the dealership itself, came to celebrate their decades of experience with Tom Schaeffer's Camping & Travel Center.

"It was really a neat thing," says Mary Reinhart, daughter of the late founder Tom Schaeffer and current co-owner of the dealership with her brother, Scott Schaeffer. "We had customers attend who are in their 80s and 90s, who remember my dad when he had that first gas station. They wanted to come and pay their respects."

Tom Schaeffer, who passed away in 2021 due to COVID-19, no doubt would have loved the celebration. All 55 employees volunteered to work that day and mingle with customers. There was music, food and an old 1955 firetruck the company restored to mark the occasion.

Schaeffer founded the business in Reading, Pennsylvania, in 1955, initially including a service station and seasonal Christmas tree lot. He then launched a utility trailer business. The first camper he sold was a Nimrod fold-down unit, for $295. Then came Apache trailers, built by the Vesely Manufacturing Co. In 1968, Schaeffer moved the dealership to Shoemakersville, taking over a former fabric store. He later purchased an adjacent building that previously housed a tire store.

"We continued to grow from there," Reinhart says. "He sold the old Tagalongs and the Aristocrats, and the Sprite travel trailers. He was self-made, with good business instincts, honesty and an engaging personality. He was devoted to his family."

"HE WAS SELF-MADE WITH GOOD BUSINESS INSTINCTS, HONESTY AND AN ENGAGING PERSONALITY."
—MARY REINHART



Mary Reinhart with her siblings Scott Schaeffer and Tom Schaeffer Jr.

A FAMILY LEGACY

Reinhart acknowledges her buildings are old, but she notes customers are loyal because the business is family-owned and her employees are dedicated to customer service.

"When people come into the showroom, they will meet Donna, one of our 40-year employees, who we call director of smiles, and who bakes cookies and serves coffee for our customers every day. People say when they walk in, they know immediately that this is a family-owned dealership. Some customers want that old-fashioned feeling of being taken care of."

Reinhart's oldest brother, Tom, retired three years ago. Their parents passed away in 2021. Their father's last conversation was about how his children would continue his legacy and make him proud. Those words continue to resonate. The family business treats its employees like family, and that helps fuel success.

"I am just so proud of my employees, because they are the ones who made these five years so special for us," Reinhart says. "I keep telling them, we would not be who we are today if it weren't for them. We have a lot of long-term employees. We started, a few years ago, honoring the 20-year mark. We have 13 employees who have 20-plus years with us now. We also have one 30-year and five who are 40-plus. We are proud of that, and I endeavor to treat my employees like family."

Tom Schaeffer's Camping & Travel Center usually has around 400 units on offer across 15 acres. This includes a variety of models from Grand Design, Forest River and THOR. After a slow recent market, Reinhart says she believes 2026 will see a turnaround.

"The market is coming back, but it is happening slowly. Every year, we feel the customer confidence coming back. Interest rates are coming down, which is a plus. We believe we will have a really good 2026. There have been a few years of things tapering off from that all-time high. There is a lot of competition out there, and you have to work hard. My dad used to have a saying: 'Your job should be your hobby.' It is important to do what you love. His kids and grandkids watched him firsthand, and he got that message across. Three of the grandchildren are working in the dealership now, and their goal is to be here when we celebrate our 100th year."

TAKING CARE OF CUSTOMERS & THEIR RVS

Maintaining a stellar relationship with customers has long been the company's



Mary Reinhart



The dealership recognizes long-time employees for their dedication.

forte. Initiatives include holding monthly owner's clinic. The dealership's top master technician and retired service manager run these sessions. Winterization and de-winterization clinics are held. Also, Reinhart's husband and nephew are on call for customers if they need help. Customers may also participate in a select program for service discounts. Free state inspections are available.

"We offer a lot of perks," Reinhart says. "Sometimes we invite customers who bought units that year on outings, such as a baseball game. We don't say goodbye to them after they buy a unit. Our salesperson calls them within 24 hours, then again three days later. We keep communication going between the salespeople and the customers. We like to take care of them and keep them happy."

"THE MARKET IS COMING BACK, BUT IT IS HAPPENING SLOWLY. EVERY YEAR, WE FEEL THE CUSTOMER CONFIDENCE COMING BACK."
—MARY REINHART

Perhaps the longest-running RV dealership in eastern Pennsylvania, Tom Schaeffer's is known for its meticulous attention to service. This department features 22 service bays and a 55-foot paint booth. Reinhart says her service department has helped pulled the company through challenging times.

Reinhart schedules monthly training sessions for technicians on the same day the dealership holds its new owners' clinic. She lauds their work in front of what is usually a group of 20 to 30 customers, telling them how many years of service the techs have.

"In the RV world, it is hard to keep up with all the new technology changing every day. If we don't know it, we can't teach our customers what they need to know. We are really all about training. Aaron, my nephew, is a service manager. He is amazing. He keeps everyone up to date. I like letting my customers know who is going to be taking care of them if they should have a problem. I welcome them to the Tom Schaeffer family. This is who we are."

TREATING PEOPLE RIGHT

Schaeffer set the standard for top-notch customer relations, and that philosophy still permeates every aspect of the dealership. He worked six days a week, even in his later years. Reinhart keeps his office just the way he left it, as a memorial.

"Everything is still sitting here exactly the way he left it. We have never disturbed it. This was his home. He was always a mentor and a friend to his staff."

In the 1980s, Tom Schaeffer was advised to move and was told he would never be successful unless the dealership was located on the interstate. Schaeffer was determined to stay. Over the years, he was proved right. Reinhart says the business has as much volume as those located near the interstate. She credits that success to cultivating a culture and reputation for treating people right.

"One of his old original customers from the gas station told us that my dad used to say, 'It's nice to be nice,'" Reinhart recalls. "It's something that lived on in my family all these years. After every meeting, he would point his finger at the employees and repeat that saying. It is so true. I repeat it all the time. We are just simple people who want to help people make their dreams come true. This is us." RVP

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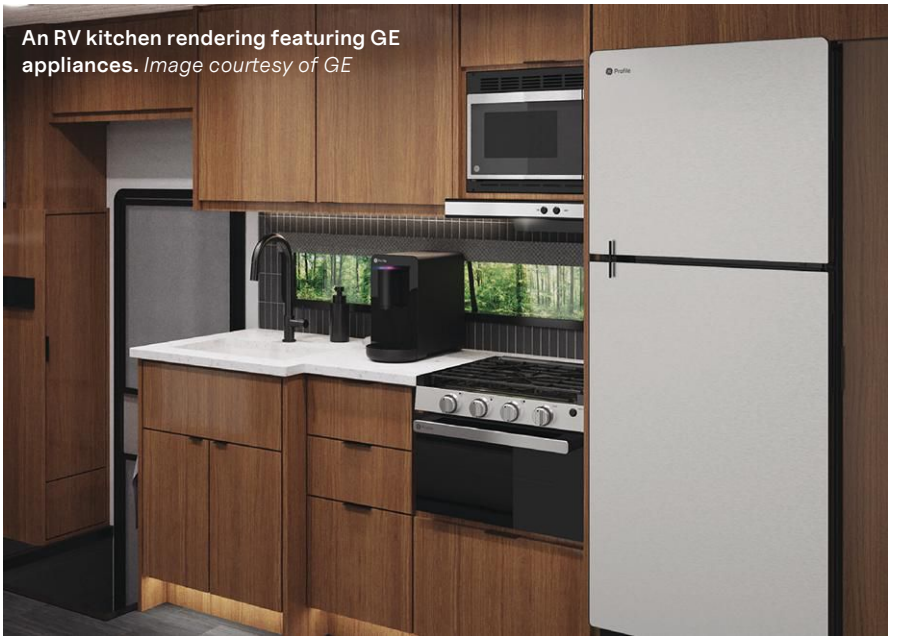
SCAN ME

Creature Comforts *on the Road*

Insight from **four suppliers on appliance trends,** maintenance tips and what dealers should know about RV appliances.

BY MICHELE MOORE

Even when going to remote, off-grid locales, RVers still want convenience and residential-style amenities, including their appliances. With space at a premium, appliance manufacturers have to balance efficiency, weight, aesthetics and more. RV PRO asked several industry experts to weigh in on what's new in RV appliances.



An RV kitchen rendering featuring GE appliances. *Image courtesy of GE*

What's new & innovative in RV appliances?



Shar Nahid, managing partner, Triple M Surfaces – Porcelain Surfaces: One of the biggest innovations in RV appliances is the move toward integration rather than addition. Technologies like InvisaCook invisible induction cooking, which installs beneath porcelain countertops, allow OEMs to eliminate bulky cooktops while improving safety, efficiency and usable space. We're also seeing strong momentum around lighter materials, lower power consumption and appliance systems that are designed to work seamlessly with modern electrical and battery setups, rather than relying on traditional propane-based solutions.



Emily Jordan, product manager, RecPro: We're seeing a big push toward appliances that are more efficient, quieter and smarter. Energy efficiency is a huge focus, especially with better power management for solar and lithium battery setups. Appliances are also becoming more compact and multifunctional, which is important in RVs where space is always limited. On top of that, customers are expecting residential-style features such as sleeker designs, better temperature control and more consistent performance.



Rob Leach, president, Coleman-Mach, an Airxcel brand: We're seeing innovation move ... toward smarter, more thoughtful comfort solutions. A lot of it comes down to how RVers spend time in their RV. Features like the Coleman-Mach Wi-Fi thermostat give owners a much easier way to manage their interior environment without feeling complicated or tech-heavy.

We're also seeing innovation show up in very practical engineering design. Hot and cold spots inside an RV are a common frustration, so instead of just adding more power, we've focused on improving airflow. A good example is the 360-degree airflow ceiling assembly on the Coleman-Mach variable-speed AC — it's designed to distribute air more evenly and solve real comfort issues RVers deal with every day. The trend really points to more controlled, complete comfort rather than brute-force cooling in a single location.



Will Troyer, director of product management, GE Appliances, Recreational Living: Our tankless water heater has received strong industry response, with features such as a built-in mixing tank, altitude adjustment, consistent temperature delivery and a heavy-duty door design helping set it apart. We've also recently introduced the GE Profile compact dishwasher, offering the convenience of dishwashing in small spaces along with connectivity through the SmartHQ app. In refrigeration, our top freezer glass door refrigerators remain a popular choice. Available in 8- or 10-cubic-foot capacities and stainless or black glass finishes, they combine style, flexibility and functionality tailored for RV living.

What have customers been asking for most regarding RV appliances?

Nahid: Customers are asking for residential-level performance with a clean, modern aesthetic. They want appliances that blend into the design instead of dominating it. In particular, there's growing interest in porcelain surfaces paired with integrated technologies like InvisaCook, which provide a flat, easy-to-clean surface while delivering high-performance induction cooking. Safety, durability and ease of use continue to be top priorities, especially for families and full-time RVers.

Jordan: Customers want appliances that work well with limited power, especially when running on solar or generators. There's also a strong demand for quieter appliances and ones that are easier to service or replace. For full-timers especially, longevity and consistent performance matter more than bells and whistles.

Leach: Customers want appliances — especially air conditioners — that feel modern, easy to use and intentionally designed. Updated controls like Bluetooth or Wi-Fi thermostats come up often because they simplify everyday operation. At the same time, RVers care about how things look. They want clean, contemporary ceiling assemblies and exterior shrouds that don't feel dated.

Performance is still critical, though. Many RVers tell us they're frustrated by uneven cooling caused by traditional single-dump systems. That feedback directly led to our 360-degree airflow ceiling assembly for the variable-speed AC, which helps deliver more consistent comfort throughout the coach.

At the end of the day, RVers are looking for a complete solution — something that looks right, is easy to control and keeps the RV comfortable no matter how they're traveling.

More and more, they're also asking for systems that work together, not as standalone appliances, but as a coordinated package that improves comfort and efficiency.

Troyer: Customers are consistently asking for a strong, trusted brand and proven quality. They want RV appliances they can depend on for reliable performance. Our RV appliances are engineered and designed by the same teams who create GE Appliances for the home, bringing the dependability and trusted name customers already know into the RV space.

What impact has the increased popularity of off-grid camping & full-time RVing had on RV appliances?

Nahid: Off-grid and full-time RVing has significantly increased demand for energy-efficient, all-electric appliance solutions. Induction cooking — especially when paired with porcelain countertops — offers fast heat response, lower ambient heat and excellent efficiency when running on inverter and battery systems. Technologies like InvisaCook also remove open flames and exposed heating elements, which aligns well with the needs of customers who rely heavily on solar, lithium batteries and extended off-grid setups.

Jordan: It's had a major impact. Off-grid and full-time RVers need appliances that can handle daily use while operating on limited power. That's driven demand for 12-volt appliances, inverter friendly designs and appliances that can run efficiently without shore power. It's also made power awareness more important. People want to know exactly what an appliance draws and how it will fit into their overall electrical system.



InvisaCook installed underneath porcelain countertops. *Image courtesy of Triple M Surfaces*

Leach: The growth of off-grid camping and extended RV travel has really highlighted how differently people use their RV and how important it is to design with those priorities in mind. Some RVers care most about quiet operation and steady comfort, while others are focused on managing power, durability and performance in more demanding environments.



Coleman-Mach Wi-Fi thermostat. *Image courtesy of Coleman-Mach*

At Coleman-Mach, our approach is to offer a lineup that has products directly addressing those top priorities without compromising overall quality. Each series is designed to prioritize specific use cases, but every product is engineered to deliver reliable performance, efficient operation and long-term durability. Our variable-speed air conditioner is a good example of that philosophy. By adjusting output instead of cycling at full power, it supports better energy management and more consistent comfort, making it a strong option across a wide range of travel styles.

Troyer: The growth of off-grid camping and full-time RVing has increased demand for appliances that support energy independence and efficiency. For off-grid living, we've introduced 12-volt refrigeration and fuel-burning appliances such as gas cooking and water heaters. For air conditioning, we've emphasized highly efficient products that deliver comfort while consuming less power.



RecPro's RV appliance suite. *Image courtesy of RecPro*

What trends have you seen regarding outdoor kitchens? Any new outdoor kitchen products from your company?

Nahid: Outdoor kitchens are evolving from basic grill stations into fully customized outdoor living spaces. Customers want outdoor kitchens that feel just as intentional and premium as the interior, using materials and appliances that can withstand heat, UV exposure and changing weather conditions. At Triple M Surfaces, we support customized outdoor kitchen solutions through Pro Fit Outdoor Living, combining porcelain work surfaces with appliance-ready layouts. We're also using InvisaCook induction cooking systems in both interior and outdoor applications, which allows for a clean, flat cooking surface beneath porcelain. That integration improves safety, durability and space efficiency while delivering high-performance induction cooking in outdoor environments as well.

Jordan: We're definitely seeing the popularity of outdoor griddles continue to rise. RVers like being able to cook outside without heating up the inside of the unit, and griddles are easy, versatile and great for everything from breakfast to dinner. We've also noticed that customers really appreciate outdoor kitchen products that are built specifically for RV use. Easy maintenance, durability and weather resistance. There's a big difference between something designed for life on the road and a repurposed residential



product, and customers are becoming more aware of that.

Troyer: Our GE Profile Indoor Smoker is an excellent option for outdoor kitchens, offering a different way to cook while traveling. In addition, our compact refrigerators provide convenient cold storage. The GE Profile Opal Ice Maker delivers premium ice in a small footprint, great for any small kitchen.

What kind of maintenance is required for appliances inside & outside the unit? What should dealers make their customers aware of?

Nahid: Modern appliance systems ... are designed to be low maintenance. Dealers should educate customers on proper cookware use for induction systems like InvisaCook and InvisaWare, along with basic cleaning practices for porcelain, which typically require nothing more than mild soap and water. For outdoor kitchens, customers should understand seasonal care and basic protection from prolonged moisture exposure, even when using weather-resistant materials.

Jordan: A lot of it comes down to basic upkeep and paying attention. Inside the RV, things like keeping vents clear, checking connections and making sure appliances are secure before traveling can prevent a lot of issues. RVs move, bounce and shake way more than a house ever does, so that stuff matters. Outdoor appliances just need a little extra care. Keeping them clean, protecting them from moisture when they're not in use and checking seals or fittings regularly makes a big difference. Dealers should really help set expectations that RV appliances live in a much tougher environment than residential ones. A little routine maintenance goes a long way and can save customers a lot of headaches down the road.

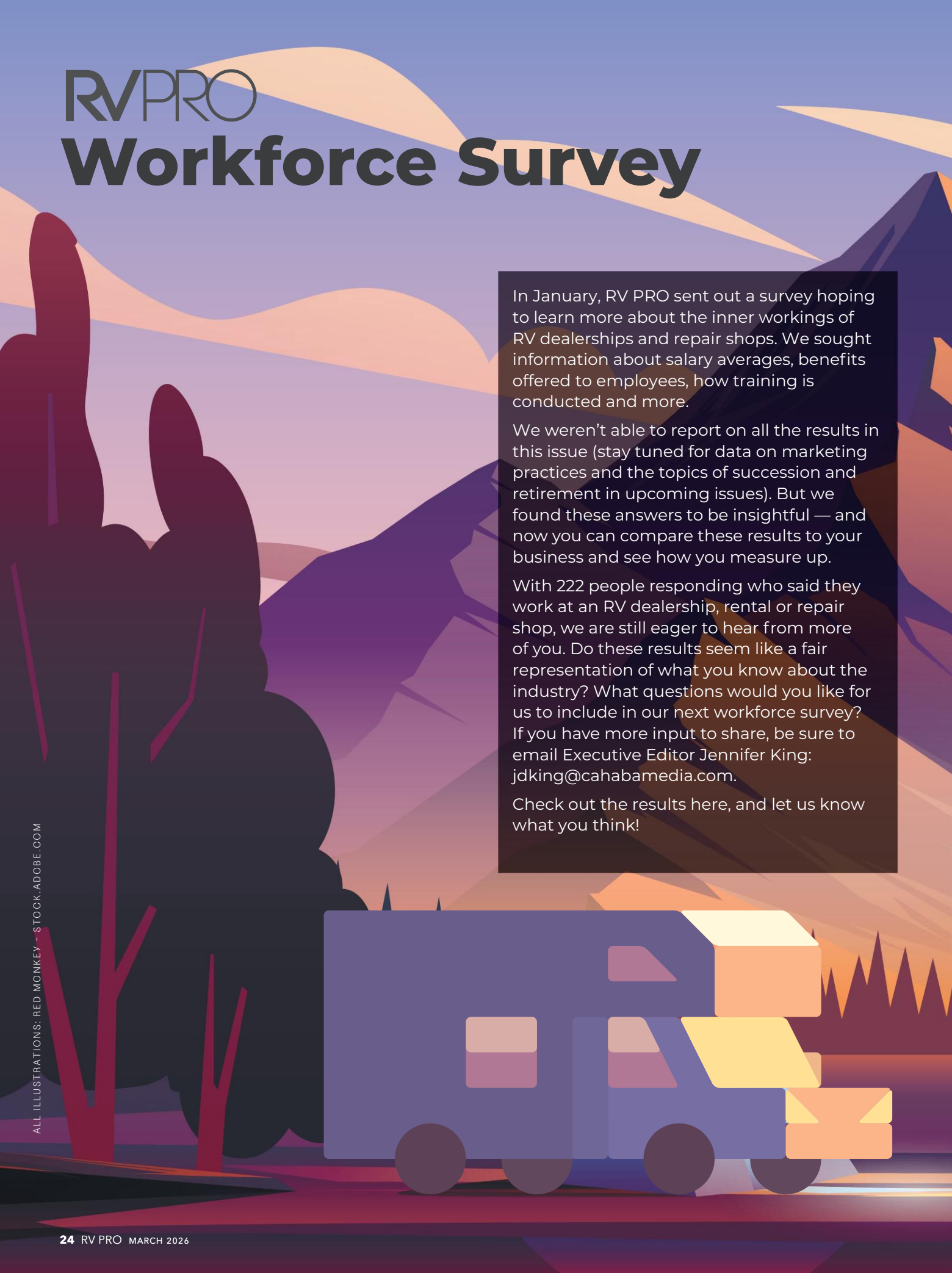
Leach: For air conditioners, simple, consistent maintenance makes a big difference. We design our ACs and ceiling assemblies with easy access to filters and coils so routine care isn't a hassle. Owners should plan to clean or replace interior filters about every 90 days of use to maintain airflow and efficiency. It's also important to inspect rooftop units annually for debris, damage and seal integrity. Dealers play an important role here. We provide clear product information and online training so sales and service teams can explain basic care at delivery. That up-front education helps reduce service issues and keeps owners confident in how to care for their system.

Troyer: Both our indoor and outdoor appliances are designed to be low maintenance, requiring only periodic care to ensure optimal performance. Air conditioning systems benefit the most from regular maintenance, particularly keeping filters clean and coils free of dust and debris to maintain efficiency and airflow. Dealers should help customers understand that simple preventative maintenance can extend product life and reduce service needs. RVP



RVPRO

Workforce Survey



In January, RV PRO sent out a survey hoping to learn more about the inner workings of RV dealerships and repair shops. We sought information about salary averages, benefits offered to employees, how training is conducted and more.

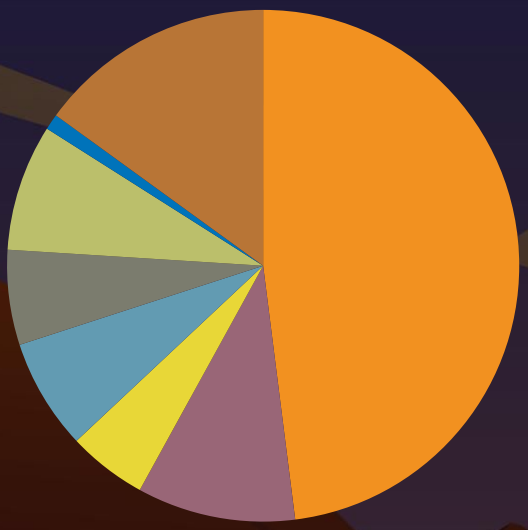
We weren't able to report on all the results in this issue (stay tuned for data on marketing practices and the topics of succession and retirement in upcoming issues). But we found these answers to be insightful — and now you can compare these results to your business and see how you measure up.

With 222 people responding who said they work at an RV dealership, rental or repair shop, we are still eager to hear from more of you. Do these results seem like a fair representation of what you know about the industry? What questions would you like for us to include in our next workforce survey? If you have more input to share, be sure to email Executive Editor Jennifer King: jdking@cahabamedia.com.

Check out the results here, and let us know what you think!

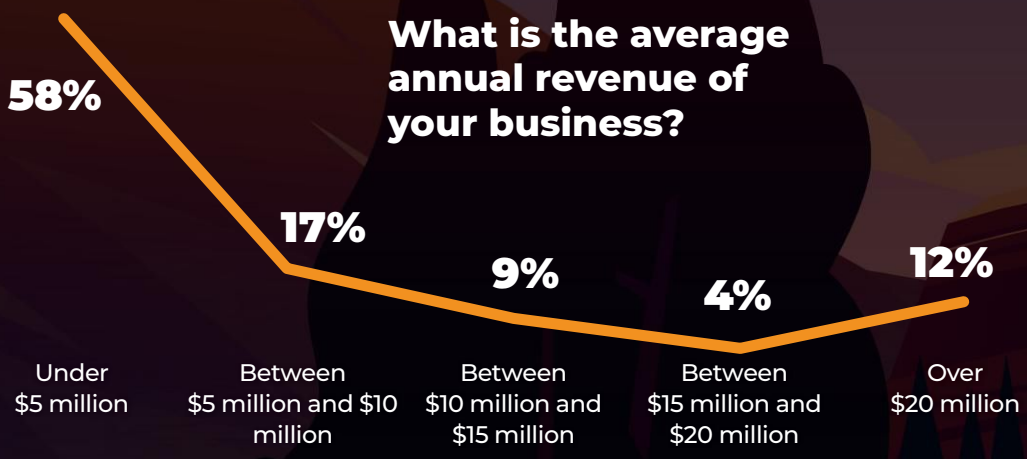
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What is your job title?

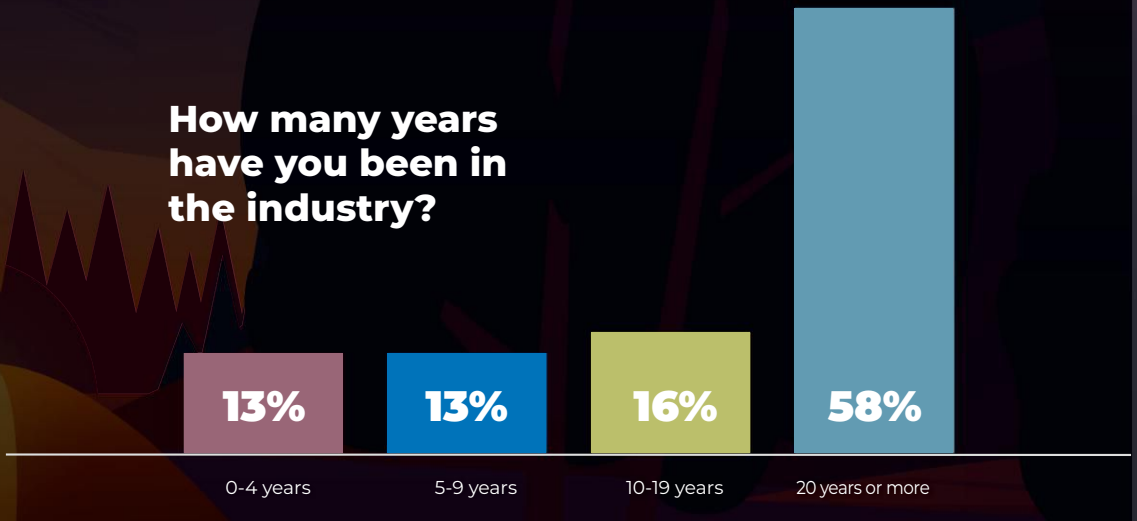


- Owner: **48%**
- General Manager: **10%**
- Sales Manager: **5%**
- Salesperson: **7%**
- Technician: **6%**
- Parts & Sales Associate: **8%**
- F&I Manager: **1%**
- Other: **15%**

What is the average annual revenue of your business?



How many years have you been in the industry?

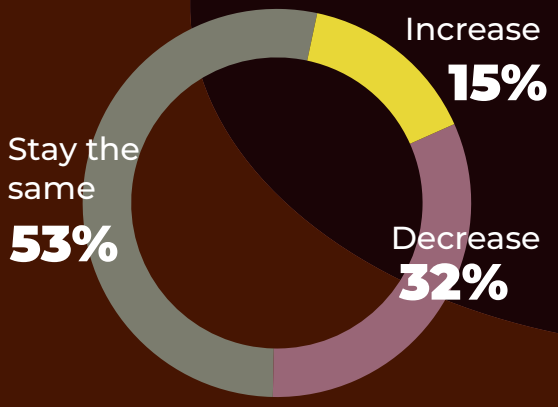




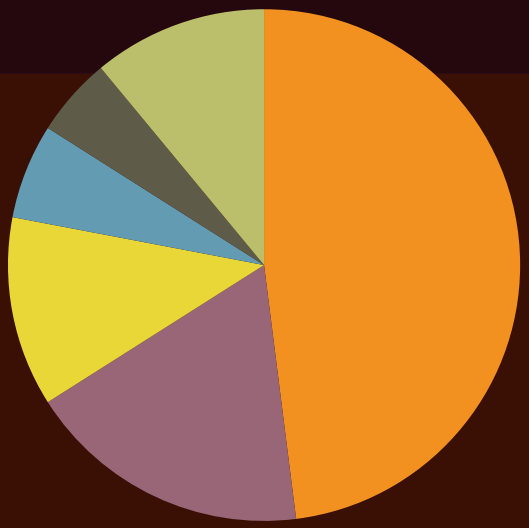
How difficult is it to recruit qualified workers?

"Other" answers included the respondent is the sole employee/ owner, hires through in-house apprenticeship program, no additional help needed or not currently recruiting.

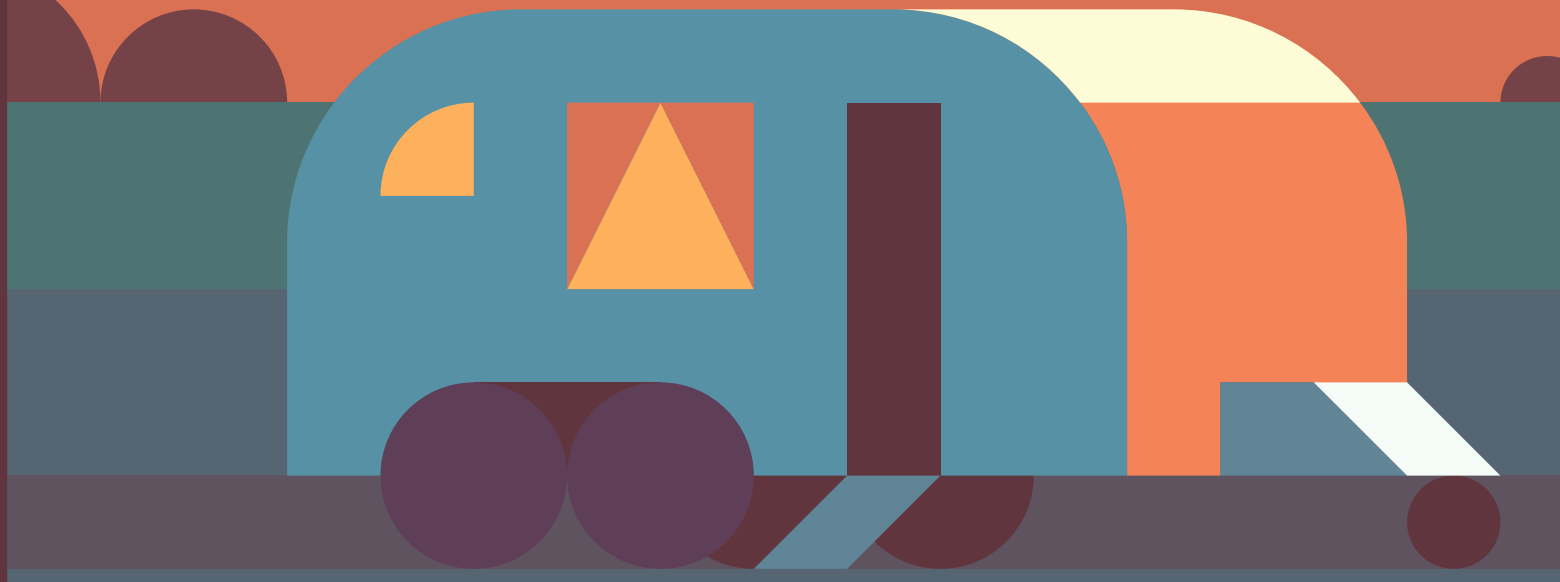
In the last year, did your total number of employees:



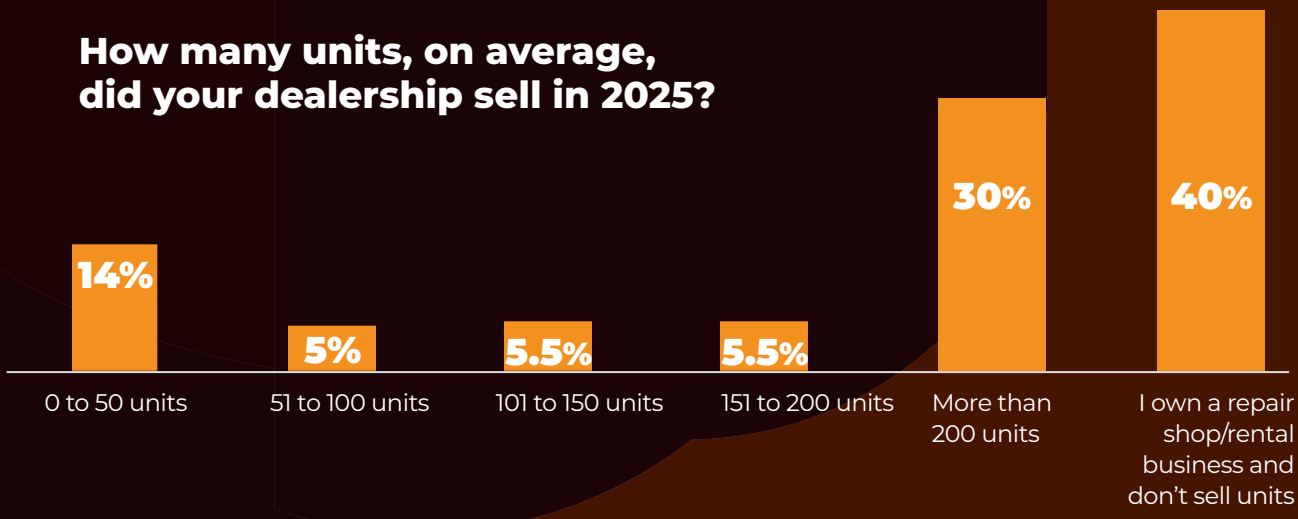
How many employees work at your dealership, rental or repair shop?



- 0 to 9: **48%**
- 10 to 19: **18%**
- 20 to 29: **12%**
- 30 to 39: **6%**
- 40 to 49: **5%**
- 50 or more: **11%**

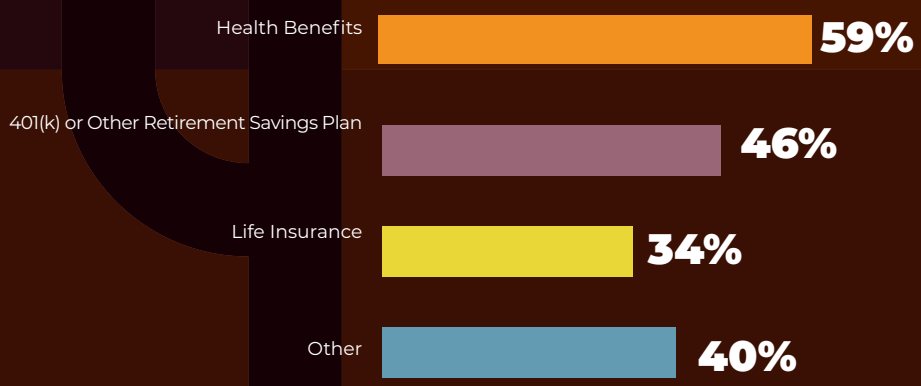


How many units, on average, did your dealership sell in 2025?



Do all the full-time employees at your business have:

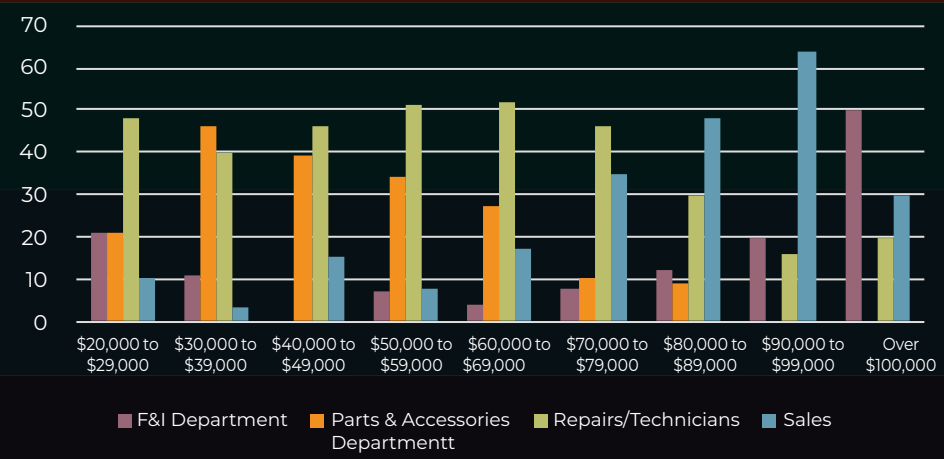
(Respondents selected all answers that apply, so the total will not equal 100%.)



"Other" answers included PTO & paid holidays, supplemental insurance (AFLAC), training & education, dental, eye care.

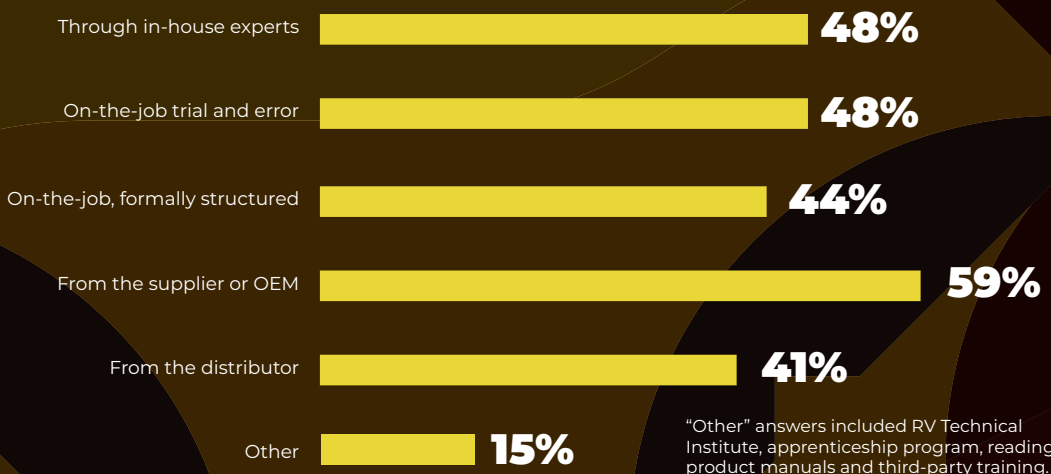
Note: Approximately 42 respondents said they offer no benefits.

What is the average salary of your employees in the following departments?



How do you typically receive or acquire training?

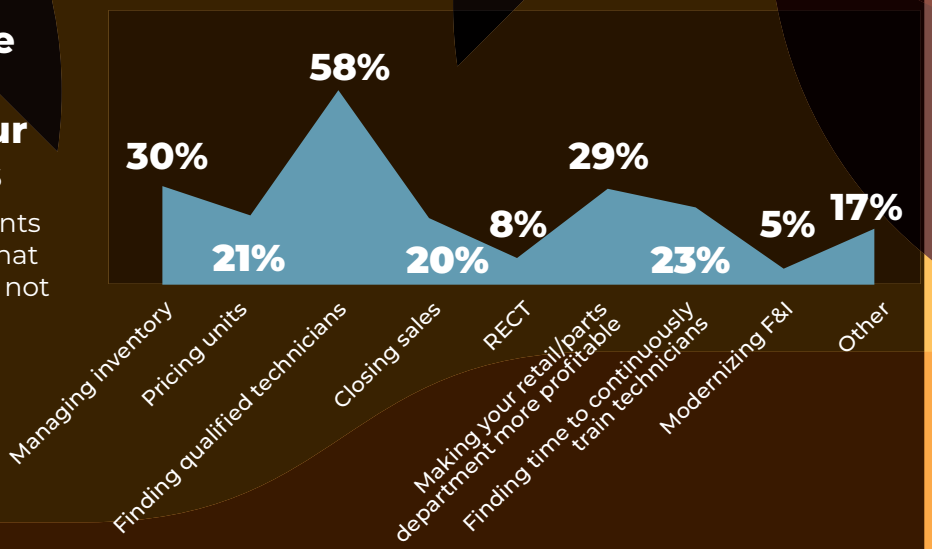
(Respondents selected all answers that apply, so the total will not equal 100%.)



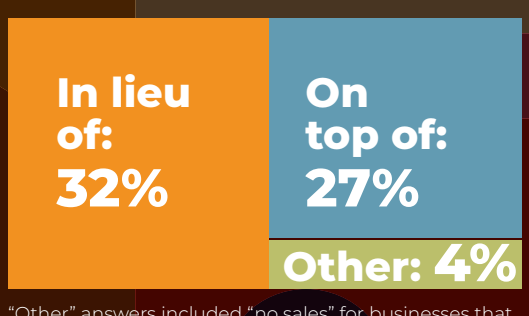
"Other" answers included RV Technical Institute, apprenticeship program, reading product manuals and third-party training.

What are some of the top challenges your business faces today?

(Respondents selected all answers that apply, so the total will not equal 100%.)

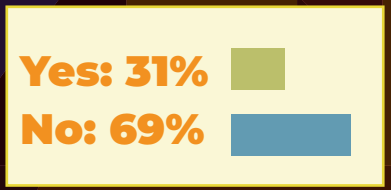


Is your salesperson's salary on top of commission or in lieu of?



"Other" answers included "no sales" for businesses that are repairs only, draw versus commission, commission only, profit divided equally between owners or not applicable.

Does your business have an internship or apprenticeship program?



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SPEAKERS



Brad Vander Pol
Sales Territory Manager
DEMCO



Verlin Keninger
RV Product Coordinator
DEMCO

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FEATURE

RECT, NOT RELAX: WHY TIME IS THE MOST VALUABLE COMMODITY IN SERVICE



With the right systems in place, dealerships can manage efficiency and ensure customer happiness.

BY JEREMY JOHNSON, ASSOCIATE DIRECTOR OF OEM BUSINESS DEVELOPMENT, LIGHTSPEED DMS

"Relax, don't do it." That lyric might have worked in the 1980s, but in today's service department, it's the exact opposite of what customers expect.

RECT (repair event cycle time) is fundamentally about urgency. Not chaos. Not cutting corners. Urgency with structure. And in a world where customers are paying hundreds or even thousands of dollars a month for RVs, boats and other recreational equipment, time is no longer a nice-to-have metric. It's the metric.

Customers expect minimal time between drop-off and pickup. They don't just want the work done right. They want it done now, or at least as fast as reasonably possible with transparency along the way. In markets like the Midwest, where riding, boating and RV seasons are short and unforgiving, every lost week in the service lane is a week of lost value for the customer. When a unit sits idle at a dealership, the customer isn't "relaxing" — they're frustrated and questioning their buying decision. That's why RECT matters more than ever.

Speed Is a System, Not a Single Department

Reducing RECT isn't about pushing technicians harder or asking advisers to "hurry up." It's about eliminating friction across the entire service workflow.

One of the biggest accelerators is a service tech video. When customers can see what the technician sees — worn parts, safety issues or required repairs — approval times drop dramatically. There's less back-and-forth, fewer phone calls and far less skepticism. Visual proof builds trust, and trust speeds decisions.

Warranty processing is another critical choke point. The faster a warranty repair order gets submitted to the OEM, the faster it can be reviewed and approved. Delays here don't just extend RECT; they tie up bays, technicians and customer goodwill. High-performing dealerships treat warranty submissions with the same urgency as customer-pay work, not as an afterthought.

Parts availability is equally nonnegotiable. Order parts the same day — not tomorrow, not when someone "gets to it." This can shave



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days or even weeks off a repair event. In a short season, that difference is massive. A disciplined parts department is one of the most powerful RECT-reduction tools a dealership has.

Communication Is the Difference Between Waiting & Wondering

Even when repairs take time, silence makes everything worse.

Customers don't just get frustrated by delays; they get frustrated by uncertainty. When they don't know if parts have shipped, or if a technician has even started working on their RV, or if anything is happening at all, the unit feels like it's disappeared into a black hole.

This is where modern CRM (customer relationship management) tools change the game.

Automated follow-up chains can proactively update customers when parts are ordered, shipped, received or when a technician opens the job. These touchpoints don't require manual calls or emails, yet they dramatically improve the customer experience. The customer feels informed, respected and confident that their unit hasn't been forgotten.

The result? Fewer inbound "status check" calls, higher CSI (customer satisfaction index) and a stronger perception that the dealership is organized and professional.

RECT Is Reality

RECT isn't just an operational metric. It's a reflection of how well a dealership respects its customers' time. In today's environment, long repair cycles don't just hurt service throughput; they erode trust, loyalty and future sales.

The dealerships that win going forward won't be the ones telling customers to relax and wait. They'll be the ones that design their processes — technology, people and communication — to keep repairs moving, approvals fast and customers informed every step of the way.

Because when the season is short and the payment is due every month, waiting is not an option.

RECT isn't about relaxing. It's about getting customers back on the road. RVP





RV season just got a little longer with EasyTouch™ WIFI Thermostat

learn more at www.microair.net

HOW COLLABORATION CAN STRENGTHEN RECT OUTCOMES

Mobile technicians are emerging as a practical extension of dealership service departments, not a replacement.

BY TONY FLAMMIA — DIRECTOR OF MARKETING, NATIONAL RV TRAINING ACADEMY (NRVTA)

PHOTOS COURTESY OF NRVTA

Service managers across the RV industry are balancing scheduling, staffing, customer expectations and operational efficiency as service demand continues to grow. With the industry placing greater focus on reducing RECT (repair event cycle time) within dealership operations, another part of the service ecosystem has been growing alongside it: mobile RV service.

Rather than competing with dealership service departments, mobile technicians are increasingly viewed as part of the broader service landscape. They can support customers in rural markets, assist with overflow work and help address service needs that arise outside traditional dealership environments.

For dealers evaluating service reach and flexibility, understanding how this segment operates can be helpful when considering a range of options.



Service Capacity

According to industry studies, the shortage of qualified RV service technicians remains a long-term workforce challenge facing the industry. The RV Industry Association has identified workforce development as a critical priority, and dealer surveys consistently highlight the value of service efficiency and customer experience.

The challenge is not only volume, but also geography. Many RV owners live far from dealership corridors, and others travel seasonally across large distances. These dynamics can create real logistical challenges even for well-run service departments.

Most service managers have experienced situations where scheduling, distance and technician availability impact service timelines. These realities help explain why mobile service has become a valuable complementary option across the industry.

The Growth of Mobile Service

Mobile RV service is no longer a fringe segment. Today, a growing number of certified mobile technicians operate across the United States, offering on-site diagnostics, documentation support, maintenance and nonstructural repairs. Growth in this segment is driven by:

- Consumer interest in convenience
- Geographic diversity of RV ownership
- Increasing technical complexity of modern RV systems

In practical terms, many mobile technicians perform similar diagnostic and repair work as dealership service teams, just in a different setting.

For many dealers, this can offer

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teams, just in a different setting.

For many dealers, this can offer an opportunity to expand service options without changing their core business model.

Collaboration Makes Sense

The most effective service operations today are not thinking in terms of "either-or." Instead, they are evaluating how mobile technicians may function as a supplemental resource in the right situations.

In cases where additional flexibility is helpful, dealers may choose to refer select customers to vetted mobile technicians for specific types of work. Dealers supporting customers several hours away may also coordinate mobile service to help maintain continuity of care when appropriate.

Many mobile technicians are experienced in warranty-related documentation and can provide photos, diagnostics and supporting information that can assist service departments when documentation is needed.

In each case, the goal is not to replace dealership service, but to thoughtfully support service reach when it aligns with a dealership's operational structure.

Training & Standards Still Matter

Across the RV industry, there is broad alignment around the importance of safety, professionalism and technical competence. Most reputable training programs are built from the same foundational standards, codes and best practices, all aimed at creating a consistent baseline of knowledge for technicians, regardless of where they work.

Where training programs may differ is not in the principles being taught, but in how those principles are delivered. Some environments emphasize extensive hands-on experience with live systems and full-size RV units, while others provide flexible classroom or virtual formats that support working technicians and dealership teams. Both approaches contribute meaningfully to workforce development and serve different needs across the industry.



For dealerships evaluating mobile technicians, the most relevant indicators remain consistent with any hiring decision: evidence of formal training, appropriate credentials, clear documentation practices, professional communication and sound business practices. These are the same qualities dealerships seek within their own teams.

The industry's focus on improving service efficiency and reducing RECT continues to reinforce the importance of technician readiness, strong fundamentals, efficient documentation and continuous improvement. Whether service is delivered in a dealership bay or in the field, the goal is the same: safe, high-quality, professional service for RV owners.

Dealer-Customer Relationship

Some dealers understandably consider how mobile service might affect customer relationships. In practice, many have found that when managed intentionally, coordination with mobile technicians can support a positive customer experience.

In these situations, the dealership remains the primary point of contact and retains control of the customer relationship, while using mobile service selectively as a supplemental resource when appropriate.

Clear communication, defined scope of work, documentation expectations, agreed-upon communication channels and transparent billing practices all contribute to effective coordination and strong customer outcomes.

Consumer Expectation Shift

Today's RV owners increasingly expect service models similar to those in other industries, including on-site diagnostics comparable to mobile automotive services, faster turnaround times, digital documentation, remote scheduling and communication options, and greater transparency throughout



the service process. Dealerships and service providers across the industry are continuing to evolve alongside these expectations to support long-term customer trust and relationships.

Many mobile technicians and inspectors are already aligned with these expectations by the nature of their business models.

A Universal Solution?

None of this suggests that mobile service is appropriate for every repair. Structural work, complex electrical diagnostics and warranty-intensive procedures often require dealership facilities, specialized equipment and controlled environments.

However, a significant portion of common service work can fall within the scope of trained mobile technicians, including electrical troubleshooting, appliance diagnostics (repair and replacement), plumbing repairs, HVAC issues, slide adjustments, preventative maintenance and system inspections.

How that work is handled ultimately depends on each dealership's internal processes, risk tolerance and operational model.

The Bigger Picture: Industry-Wide Capacity

As service demand continues to grow across the RV industry, no single approach will address capacity needs on its own. Long-term progress will come from a combination of efforts, including expanding the technician workforce, strengthening training pathways, refining scheduling and workflow processes, leveraging technology to support documentation and communication, and exploring collaborative service models where appropriate.

Mobile technicians represent one complementary layer within this broader ecosystem. When viewed as part of an interconnected service network, they can contribute to improved service accessibility and flexibility across a wide range of ownership scenarios, while preserving the strengths and structure of existing dealership service models.

A Look Forward

The RV industry continues to evolve in response to changing customer needs, workforce dynamics and operational realities. As part of that evolution, dealerships are exploring a variety of approaches to support service capacity, technician development and customer experience.

Some dealerships may find value in selectively using mobile service as a supplemental option in certain situations, while others may focus primarily on internal staffing, training and process improvements. There is no single model that fits every operation, and service strategies often reflect the unique needs of each dealership and market. RVP

Tony Flammia is director of marketing for the National RV Training Academy (NRVTA). He works closely with RV industry professionals across training, service and workforce development. His background includes marketing strategy, industry education initiatives and collaboration with technicians, inspectors and RV manufacturers nationwide. Learn more at nrvta.com.



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 BY MEL SELWAY

Achieving Inventory Accuracy, Part 1

Determining what to classify as inventory can keep your parts & service department running efficiently.



SHADAB - STOCK.ADOBE.COM

The new year has begun, and you might have recently completed a physical counting of the parts and accessories inventories in your RV business. Most likely there were some adjustments made to the computer value and to the accounting value of these inventories. This month's column is the first of a two-part series of columns that offers some methods to maintain the accuracy of and the equivalency of your parts and accessories inventories.

The ABCs of Inventory

So that we can communicate with others, we are taught the ABCs of our language. There are also ABCs of inventory management. It is important to understand them so that your department managers can effectively communicate regarding the values of your parts-accessories inventories. Since effective and accurate inventory management involves other departments — especially the accounting department — I suggest that you circulate this article to those other department managers.

The three values of your parts and accessories inventories can be identified by A, B and C, which represent:

- Actual value of the goods that are physically present in your parts and accessories department
- Book value as recorded in the general ledger inventory accounts
- Computer value that represents the quantity and cost of each item listed in the DMS (dealership management system)

If you want to maintain an accurate and equivalent set of these three values, then it is important that all of the managers meet to discuss how this accuracy and this equivalency can be achieved. The first, and I believe the most important, aspect to be decided is...

What Is To Be Identified as Inventory?

This is important because your RV business purchases many types of goods. It is important that at least the accounting manager and the parts-accessories manager agree as to which of these goods qualifies as inventory and which qualifies as direct expense. This is important



because if the parts-accessories manager receives an item to an inventory category in the DMS, yet the accounting manager posts that item to an expense account, then the B and C values are not equivalent.

It might be obvious that a part or accessory that is used to maintain, repair or upgrade an RV should be accrued as an inventory item. However, the decision as to how the supplies used to maintain your RV business should be accrued requires discussion.

Inventory or Expense? Some Thoughts

Let's look at an example of a supply item and the reasons for assigning it as inventory or expense. Toilet tissue is a necessary supply to maintain your RV business. It could be considered a direct expense item, or it could be controlled in the DMS database as an inventory item. There are reasons for either designation.

If your management team decides to carry it as a direct expense, then it should be accrued to the appropriate G/L expense account(s) upon receipt of each shipment. To simplify the reordering of this expensed item, I suggest you develop a method to remind the parts-accessory manager that the supply is getting low. Or you are welcome to contact me for a copy of my Stock Level Control form.

If it is decided to carry toilet tissue as an inventory item, then I suggest creating a supplies category in your DMS database into which all supplies that are considered inventory could be entered and controlled. The benefits to controlling this item as inventory is that the DMS can suggest reordering based on the usage and stock level. When rolls of toilet tissue are requested, they can be charged to the general expense for the entire dealership and prorated to each department. Since this is an item commonly found in homes, the usage rate could be tracked to determine if any unusual demand is occurring, which could identify internal theft. I have had clients who complained about operating expenses being greater than desired. When I suggested that common supplies be controlled in their DMS database, they realized that the usage decreased because they tracked it. I can offer a DWP (detailed written procedure) for controlling and for issuing supplies.

What About 2-for-1 Accuracy Checks?

During my career as a parts manager/director, I developed some perpetual inventory checks so that my parts associates could assist me in maintaining the accuracy of our parts and accessories inventories while they were performing some of their routine duties. These inventory checks kept the actual and the computer values of the inventories aligned. Here are two of them:

The price and availability check could be implemented and applied when almost every request for a part or accessory is processed. I suggest it be used for goods that have an average on-hand quantity of less than five. A parts associate receives a request for an item (or items). She researches each item and determines if it is in stock with a specific amount on-hand and in a designated bin location. She goes to the location, verifies the on-hand count and issues it to the customer. If the quantity actually on-hand is different than the quantity recorded in the DMS database, then she reports this apparent discrepancy to the parts-accessory manager for resolution.

For those items that are frequently requested and therefore reordered, you could apply the stock order cycle count. Since most of the items contained in a suggested stock order are frequently requested, you have the opportunity to maintain accurate inventory counts for those items that generate a majority of your profits — before they are ordered.

To initiate this process, generate a suggested stock order in your DMS. Select at least 10% of the suggested stock items and verify that the reported on-hand quantity and the actual on-hand quantity are equal. If there is a discrepancy, it will be necessary to investigate and resolve the discrepancy prior to finalizing the stock order. This is important because you want to order the necessary quantity so that you don't achieve an overstock or an understock quantity. By performing this cycle count, you will be confirming the accuracy of your most frequently requested items.

For either of these 2-for-1 cycle counts (or for any cycle counts), it will be necessary to investigate any apparent discrepancies between the actual value and the computer value. If a discrepancy is verified, then an adjustment must be performed, and this adjustment must be reported to the accounting manager so that the appropriate G/L inventory account can also be adjusted.

What Else Could You Be Doing?

In next month's column, I will explain some additional aspects of inventory management that relate to achieving enhanced inventory accuracy. Some of these could increase the efficiency of your RECT (repair event cycle time) processes. RVP

Mel Selway is the president of P.A.R.T.S. Inc., a Sahuarita, Arizona-based firm providing business management analysis and training to retailers. He can be reached at 520-336-8606 or melselway@aol.com.



NEW PRODUCTS FOR 2026



VEHICLE SAFETY LIGHT

4 Mavericks, Castle Rock, Colorado, presents its Tow-n'-Glow, a towed vehicle safety night light that attaches between a towed vehicle's six-pin female receptacle and the umbilical cable coming from the RV. When the RV's running lights are on, Tow-n'-Glow's 12 LEDs are illuminated, providing 100 lumens of light to the area between the RV and towed vehicle. This allows for easy setup/tear down in the dark and reduces the risk of other drivers merging into a towed vehicle when driving at night.

4mavericks.com

WEB-BASED PLATFORM

AppOne, Kettering, Ohio, offers its AppOne. AppOne is continually adding new lender integrations and software partners designed to help RV dealers succeed. These updates expand financing options, improve deal efficiency and streamline deal workflows for sales and F&I teams.

home.appone.net





RV GENERATOR

Cummins, Elkhart, Indiana, presents its Onan QG 7000i DF RV Generator. The Onan QG 7000i DF expands the Onan RV generator lineup with quiet, efficient 7kW inverter power. Featuring variable speed operation, EFI and a PMA alternator, it delivers low noise, reduced vibration, clean exhaust and fuel efficiency. Compatible with LP or gasoline RVs, it provides clean, reliable power for sensitive electronics and integrates with the coach's control system for easy monitoring and operation.

cummins.com



TOW LIGHT KIT

Blue Ox, Pender, Nebraska, offers its BX88462 Tow Light Kit for 2-Inch Receivers. The BX88462 is a professional, paint-safe lighting solution for flat towing. It mounts directly into any 2-inch hitch receiver, providing high-visibility signaling without the need for magnetic lights. It features a bright red LED bar for tail, brake and turn signals, includes a four-way flat wiring harness for instant setup and is made of steel with a corrosion-resistant finish.

blueox.com

SIDE VIEW MIRROR REPLACEMENTS

Burco, Grand Rapids, Michigan, presents its Side View Mirror Replacements. Burco now offers mirror replacements for major RV makes, including Coachmen, Newmar, Entegra Coach, Holiday Rambler, Jayco, Tiffin and Monaco Coach. Burco's USA-manufactured and exact-fitting replacements focus on replacing only broken mirror glass, offering a cost-effective and easy-to-install solution for both DIY and professional installers. With a catalog of 4,700-plus mirror SKUs, Burco continues expanding mirror replacement coverage to meet consumer demand.

burcoinc.com





RV MATTRESS

CW Distribution & Supply, Bowling Green, Kentucky, presents its Cozyway RV Mattress. The Cozyway RV Mattress provides comfort and support for a better night's sleep. Designed for therapeutic relief of aches and pains, the Cozyway Mattress has a Comfort Core that's made to breathe, offering maximum support and extended durability. The Cozyway RV Mattress are CertiPUR-US certified. CW Distribution & Supply stocks the most common RV sizes at over 200 stores nationwide for immediate pickup.

cwds.com

HOT WATER SYSTEM ANTIFREEZE



Century Chemical Corp., Elkhart, Indiana, presents its Heat-Flow. Century Chemical is rebranding its Century Heat Transfer Fluid to Heat-Flow. A clearer name and updated packaging has been paired with the same formulations. The red and yellow fluids deliver freeze and boil protection for RV, marine and closed-loop hot water systems. The Heat-Flow name improves shelf recognition and aligns with Century Chemical's broader brand refresh.

centurychemical.com

STABILITY & RIDE CONTROL SYSTEM



Dexter, Elkhart, Indiana, offers its Reflex STS. Dexter's Reflex STS Stability & Ride Control is engineered to reduce rebound, sway and road vibration. Reflex STS delivers a safer, smoother towing experience while minimizing frame stress. The system incorporates an E-Z Flex rubber equalizer and is available with 35-inch axle spacing in tandem or triple-axle configurations. Built with premium components for long-term durability, Reflex STS helps protect RV components, interior finishes and structural joints.

dextergroup.com



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GOPOWERSOLAR.COM



PORTABLE WASTEWATER INCINERATOR

ECOJOHN, North Little Rock, Arkansas, offers its SepticJohn WC5 Mini. The SepticJohn WC5 Mini actively processes toilet waste rather than storing it in a black water tank. Designed for extended off-grid use, the system eliminates reliance on black water dump stations by converting waste to a small amount of sterile ash, while allowing RV owners to retain traditional flush toilets. Its compact, portable design makes it suited for premium, expedition and specialty RV applications.

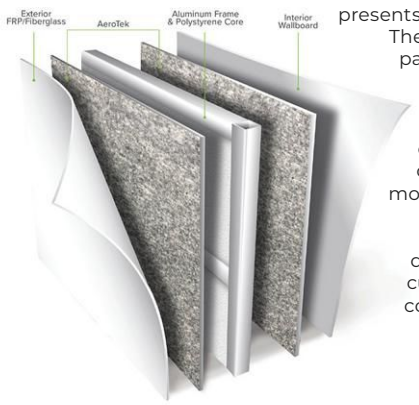
ecojohn.com



RV ENGINE STARTER

KBi, Lake in the Hills, Illinois, offers its RVStartPlus. RVStartPlus provides reliable engine starts, even with dead batteries, using proprietary supercapacitor technology. It delivers instant cranking power anywhere, -40 F to 149 F, requires zero maintenance, works alongside existing batteries for over 1 million cycles. Lightweight installation extends off-grid capability. Reduce no-start complaints, service calls and stranded customers. Made in the USA.

koldban.com



COMPOSITE PANELS

Genesis Products, Goshen, Indiana, presents its AeroTek Composite Panels. The high-performance composite panels are up to 50% lighter than traditional plywood and twice as strong as competitive composites. AeroTek reduces overall weight while increasing durability and resistance to rot, mold and warping. Its lamination-friendly "frim" surface requires 30% less adhesive and delivers deeper, more consistent bonds, cutting material and processing costs for manufacturers without sacrificing performance.

genesisproductsinc.com



RV ENERGY SYSTEM

Eberspächer Systems & Solutions, Mississauga, Ontario, presents its Zeliox Neo 3600. The Zeliox Neo 3600 is an all-in-one RV power solution — battery, inverter, charger and solar controller in one compact unit. With 2.4 kWh battery, 3.6 kW output and flexible solar/shore/alternator charging, RVers can go further off-grid with quiet, reliable energy.

eberspaecher-motorhomes.com



MULTIPLEX CONTROL SYSTEM

Firefly Integrations, Middlebury, Indiana, presents its Firefly Spark, an off-the-shelf multiplex control system. Spark installs quickly, configures easily, and reduces production and service complexity. New for 2026, optional Energy Management System (EMS) monitoring adds real-time visibility into power usage and system status, helping OEMs support modern energy architectures, improve reliability, and reduce warranty risk without custom development.

spark.fireflyint.com



TANK MONITOR

Garnet Instruments, Sherwood Park, Alberta, offers its SeeLeveL Soul Data Module 708-RBT. The SeeLeveL Soul Data Module, model 708-RBT, is designed to collect tank level data from SeeLeveL senders and transmit it to an RV's multiplex system through the RV-C bus. It supports up to seven tanks and is installed by the OEM. Customers can access accurate tank readings without adding or replacing a display. Now updated with Bluetooth, it allows monitoring through the free SeeLeveL RV 2.0 app.

garnetinstruments.com



SOLAR PANELS

Go Power! | Dometic, Victoria, British Columbia, offers its ShadeTech Solar Panels. Harness the sun's energy even when clouds or shade try to ruin the day with the new ShadeTech solar panels from Go Power! | Dometic. Engineered for RVing and off-grid escapes these panels use high-efficiency M12 18 bus bar monocrystalline cells to deliver more watts per square foot than traditional solar modules.

gopowersolar.com



SOLAR-POWERED BATTERY CHARGER

OptiMate High Performance Battery Chargers, Birmingham, Alabama, presents its OptiMate Solar DUO Car Kit with 20W Panel. The solar-powered automatic battery charger and maintainer works within the cabin of your car, pick-up truck or RV — perfect for long-term vehicle storage. Connection via the OBDII port in all modern vehicles.

optimate1.com



SEALING SYSTEM

Jaeger-Unitek Sealing Solutions, La Porte, Indiana, presents its Stick 'N Tin from Flip 'N Seal. RV builders face challenges sealing exposed stick-and-tin walls due to corrugated surfaces, movement and weather exposure. Flip 'N Seal Stick-N-Tin Wall Cap solves this with an all-in-one design featuring built-in foam tape that conforms to wall contours for a tight, weather-resistant seal. Combining foam, seal and cover into one part, it simplifies installation, reduces inventory and delivers a finished appearance with durable, long-term performance.

jaeger-unitek.com









CAMP LIGHT

Kuma Outdoor Gear, Edmonton, Alberta, presents its Northstar LED Flexlite. Its three flexible arms pivot to direct light exactly where it's needed, making it ideal for cooking, organizing gear or for game night at the campsite. Adjustable brightness and warm/cool settings plus magnetic, hook or tripod mounting make it versatile for any setup. Rechargeable and water-resistant, this durable camp light delivers hands-free convenience, combining practicality and reliability for RV enthusiasts looking to elevate their nighttime campsite experience.

kumaoutdoorgear.com

EMAIL MARKETING

Lightspeed DMS, South Jordan, Utah, offers its EmailMarketing. Lightspeed EmailMarketing makes it easy for dealerships to send professional, branded emails that customers want to read. With a professional email designer and a built-in AI copywriter, you can create campaigns in minutes. The tool leverages your DMS data to segment audiences and deliver targeted communications that drive engagement and ROI. Whether it's a blast to all customers or a curated group, EmailMarketing ensures your message hits the right inbox at the right time.

lightspeeddms.com

EXTERIOR CLEANING PRODUCTS

Liquified RV, Elkhart, Indiana, presents its Liquishine RV. Liquishine RV Exterior Care Products are built to clean, protect and shine every inch of your RV. From Wash & Wax to bug, black streak and roof cleaning, Liquishine removes tough grime without harming paint, decals or finishes. Easy to use and tough on messes, each formula delivers streak-free results and a showroom-worthy shine.

liquishinerv.com

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PIVOTING FAN

Maxxair, an Airxcel brand, Wichita, Kansas, offers its Maxxfan Pivot, which features a drop-down, pivoting fan head delivering targeted, directional airflow. Rotating up to 180 degrees, it also functions as an exhaust fan to pull air out. Moving up to 400 CFM of air, it provides comfort with operation possible whether the lid is open or closed. Four fan speeds offer customizable ventilation, while its low-profile design fits tight spaces and supports tool-free Fanmate vent cover installation with a two-year limited warranty.

maxxair.com

WATER SOFTENER REGENERATION KIT

On The Go Portable Water Softener, Bloomington, Indiana, offers its External Regeneration Kit+, which is designed to simplify regeneration of portable water softeners. It eliminates the need to drain unit or fill salt manually by enabling an easy, touchless softener regeneration process. The system uses a proprietary, patent-pending internal centering device, distribution tube with screener basket and stabilizer stand (hanging brackets available). It expands media compatibility from standard granular table salt to crystal pellets, supports simple salt refills and integrates carbon filtration during the softening process.

portablewatersoftener.com





DEALERSHIP MANAGEMENT SYSTEM

Motility Software Solutions, Dayton, Ohio, presents its MotilityAnywhere, a scalable, web-based DMS that unites your entire dealership, eliminating disconnected systems and siloed departments. You'll gain real-time visibility, precise data control and a streamlined customer experience. Plus, MotilityAnywhere offers seamless integrations to enhance dealership workflows. The integration with AppOne's lending platform makes it easy to transfer information to and from each solution. It expedites lending decisions, eliminate duplicate data entry and streamline the sales-to-F&I handoff.

motilitysoftware.com

RV SHOWER PANEL COLUMN

Dura Faucet, Elkhart, Indiana, offers its RV Shower Panel Column System. Upgrade your RV bathroom with the RV Shower Panel Column System in Matte Black (DF-SA914-MB), an all-in-one solution with three independent functions: a 6-inch home-like overhead shower, a fixed-height, easy access, handheld wand with 60-inch hose and two targeted body massage jets. Crafted from stainless steel with a solid brass mixing valve, it delivers durability, corrosion resistance, easy installation and modern style. Backed by a limited lifetime warranty.

durafaucet.com







CUSTOMIZABLE CAPTAIN'S CHAIR

RecPro, Bristol, Indiana, presents its Customizable RV Captain's Chair. RecPro's next-generation customizable captain's chairs for 2026 deliver the same quality, with expanded personalization. Choose from premium add-on features like electric recline, electric footrest, lumbar support, heated seating, integrated seat belts and six-way electric pedestals. Mix and match features to fit your RV lifestyle, or go fully loaded for the ultimate driving and lounging experience.

recpro.com



EXTERIOR OUTLET

Scanstrut, Westbrook, Connecticut, offers its Scanstrut Ventura Series 125V 20A AC Outlet. The Ventura 125V Outlet delivers instant mains power outside your RV, ideal for electric grills, BBQs, outdoor coolers, and everyday comforts. From beach days to mountain escapes or camping with friends, reliable outdoor power is always on hand. Simply park, lift the waterproof lid, and plug in. Engineered with Scanstrut's marine-grade innovation, it's UV tested, IP68 & IP69K rated, and built with durable 316 stainless steel components for dependable performance in any environment.

scanstrut.com



INVERTER/ CHARGER

Dragonfly Energy, Reno, Nevada, presents its Battle Born 2000W Inverter/Charger., which delivers AC power from a 12-volt battery system while managing charging when shore or generator power is available. Designed for modern RV electrical systems, it supports common onboard loads like microwaves, TVs and outlets, with clean, stable power optimized for lithium batteries. For simpler builds, the same platform is also available in an inverter-only model, giving flexible options for both full power upgrades and targeted system replacements.

battle-born.com

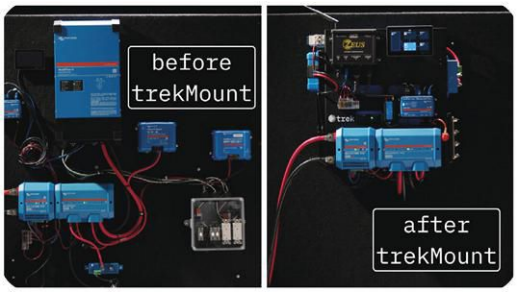




SOLID STATE BATTERY

Renogy, Ontario, California, offers its Pro S1 12V Solid State Battery. The Renogy Pro S1 12V 120Ah / 240Ah LiFePO4 Battery is a semi-solid-state, smart deep-cycle battery for RV, marine and off-grid systems, delivering high continuous and peak power for demanding appliances. With 6,000-cycle longevity, built-in self-heating, advanced battery management system protection and Bluetooth-enabled monitoring, it gives consumers reliable, fast-charging energy storage that can be safely installed in tight spaces for house power, camping or mobile work.

renogy.com



MODULAR MOUNTING BRACKET

Trek Systems, Denver, Colorado, offers its trekMount – Victron All-In-One. trekMount is an all-in-one Victron Energy mounting system, designed for plug-and-play simplicity and faster installs. Built for RV OEMs and service departments, it saves space while delivering clean, repeatable results. One mount, countless options — with predrilled and tapped holes for 40-plus common components, automated cooling fans and compatibility with any battery brand. Lightweight, one-person install. trekMount Solo is a bracket-only option for bench-built systems and fully prewired, preprogrammed and tested.

trek.systems

AWNING TUBE



Velarium, an Airxcel brand, Elkhart, Indiana, offers its Cut-to-fit Awning Tube. Velarium Cut-to-Fit Awnings deliver a versatile system and are available in 14-foot and 22-foot kits. Each kit includes outer and inner tubes, light rail, end caps and LED lighting, with an awning cradle in the 22-foot kit. Cut-to-fit aluminum tubes allow precise custom lengths, and 10- to 15-minute assembly supports fast, cost-effective installs. The design streamlines storage and transport and is optimized for reduced freight dimensions.

velariumawnings.com

VENT LID

Ventmate, Exeter, Pennsylvania, offers its Universal Vent Lid. Designed to fit Jensen, Ventline and Elixir vent frames, this all-in-one kit takes the guesswork out of replacement. Each kit includes a vent lid plus five hinge options. Simply match the hinge to your existing frame, snap it into the new lid and install. All hardware and instructions included. Easy, universal and hassle-free.

ventmate-products.com



SLIDEOUT SEAL KIT



Trim-Lok, Buena Park, California, presents its All-in-One Slide Seal Cut-to-Length (CTL) Kit. Built on the All-in-One Slide Seal and Trim-Lok's patented Seamless Corner method, the CTL Kit delivers a high-quality, time-saving solution for RV manufacturers. Each ready-to-install, one-piece system is precision precut to the exact slide-room opening with arrow-style corner notches already in place. Parts go straight from the box to install, reducing errors and waste while creating a seamless corner that eliminates leaks at the top outside corners.

trimlok.com



STACKING WASHER & DRYER KIT

Pinnacle Combos, Houston, Texas, offers its Front Stacking Kit. Designed for Pinnacle Combos' stackable washer and dryer sets, the Front Stacking Kit creates a secure, streamlined foundation for vertical installation. Precision-engineered rails and front support lock the dryer in place, ensuring proper alignment and long-term stability. The low-profile design integrates seamlessly with your appliance, maximizing space without compromising performance or style.

pinnacle combos.com

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www.eberspaecher-motorhomes.com





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Pit Stop



Bring the Dog ... & Maybe the Duck

Last year saw the second-highest total number of campers on record, with **82.4 million people camping in 2025 and 2.6 million for the first time.** Read below for more on camper demographics:

Age group:

- 19.5% were ages 35-44, with ages 25-34 and 45-54 following close behind at around 18% each.

Diversity:

- BIPOC (Black, Indigenous and people of color) individuals discovered camping more rapidly than the overall population.
  - +122% chose truck camping, with +60% opting for a camper van.
- LGBTQ+ campers are also rapidly growing — first-time campers are 30% more likely to identify as LGBTQ+ than overall campers.

Companionship:

- 49.7% camped with dogs; 4.9% camped with cats.
  - Campers also reported bringing along their parrots, guinea pigs, horses, rabbits and ducks.
- 72.2% camped with a spouse/partner; 38% camped with friends; 29.7% camped with kids.

Location:

- Finding an available campsite remains a struggle for many campers.
  - 52.3% of campers who booked a site said it was difficult because campgrounds were full.
- Most campers take advantage of free campsites.
  - 79.1% opted for dispersed camping (remote areas or public lands); 73.6% camped at a rest stop/parking lot; 63.7% chose a free established campground; and 36.5% opted for private property of a friend/family member.



STOCK.ADOBE.COM

Source: The Dyrt 2026 Camping Report

DECEMBER 2025 SHIPMENTS

23,220 (units)
total RV shipments

0.3% increase
compared to Dec. 2024 (23,153 units)

For 2025, shipments are up 2.5% with 342,220 units

"2025 year-end shipments finished up slightly and in line with the forecasts shared by ITR Economics throughout the year," said RVIA President and CEO Craig Kirby. "As we move into 2026, we are optimistic that this modest upward trend will continue, fueled by improving economic conditions and an incredible lineup of travel milestones perfect for RVing. Between the nationwide celebrations for America's 250th birthday, the global excitement of the FIFA World Cup and the 100th anniversary of Route 66, there has never been a more iconic year for travelers to experience the freedom of the open road."

The Pulse on Web Vitals

Meeting modern consumer standards for shopping experiences is a **continual challenge for RV dealerships**. According to a 2026 report from Overfuel, out of 2,622 dealer-focused websites evaluated against Google's Core Web Vitals:

- 560 did not generate enough real-world traffic to produce a performance assessment — **meaning most RV dealer sites are in fierce competition for available shoppers.**
- **Only 32.2% of websites passed for both mobile and desktop.**
- 78.7% of websites **failed** on mobile, desktop or both.
- 67.8% of websites **failed** on both mobile and desktop.

"Two years of data now point to the same conclusion: **dealerships have a substantial opportunity to elevate the online shopping experience**," said Alex Griffis, president of Overfuel. "As shoppers increasingly rely on digital research, fast and reliable websites are proving to drive deeper engagement, better customer satisfaction and higher sales. The tools are available today, and dealers who move quickly are already outpacing the market."

Source: Overfuel

To identify the top **Together-Trip destinations,** Campspot crunched more than 300,000 data points and found the most-searched destinations for 2026 travel across its platform. Those destinations were evaluated on group travel volume (higher share of booking with 3+ campers), length of stay and year-over-year momentum. The result is a list of destinations where togetherness is not just aspirational — it's already part of how people travel:



West: #1 Yuma, Arizona – Warm winter weather and Colorado River days make it easy for groups to slow down, spend time outdoors and stretch trips beyond a weekend.

Midwest: #1 Waterville, Minnesota – A lake-and-trail setting built for long, shared days outside helps make multifamily trips and reunions feel effortless.

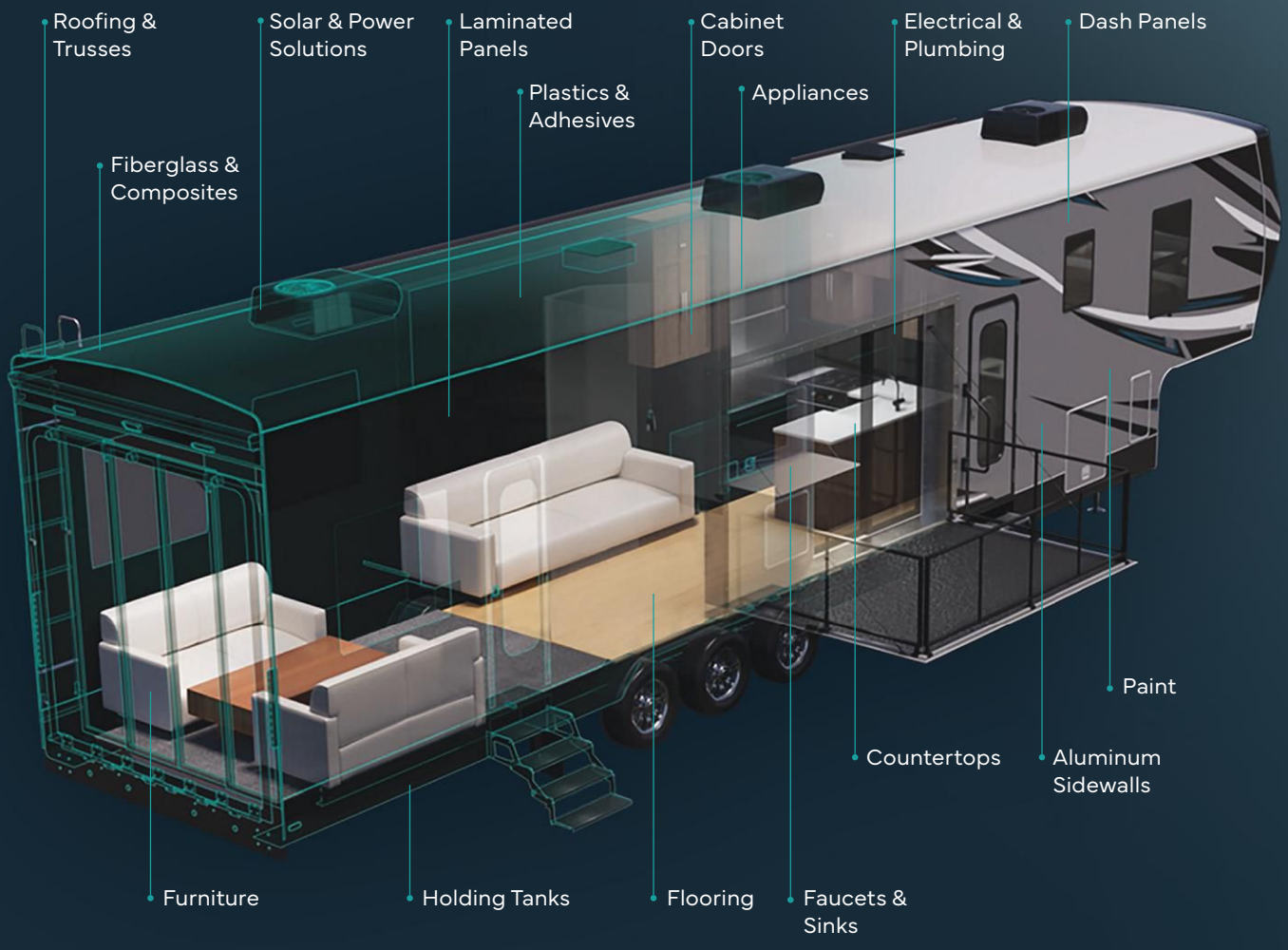
South: #1 Jekyll Island, Georgia – Bikeable beach paths, wide shoreline and a slower pace create the kind of trip where the best moments happen in between the plans.

Northeast: #1 Lake George, New York – Adirondack scenery, water time and multinight stays make it a natural destination for groups looking to reconnect and linger.

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