

## RV INDUSTRY CONTINUES RECORD SHIPMENTS AS SUPPLY CHAIN IMPROVES



One year ago, RV production came to a halt as manufacturing plants shut down due to the COVID-19 pandemic. When production began again in May, the RV Industry was faced with meeting the soaring demand for RVs while also navigating how to safely manufacture RVs and their component parts. Challenges included not only keeping employees safe, but also restarting production and overcoming supply chain issues. These supply issues were not limited to components and appliances, but went all the way to the raw materials.



“What our members have accomplished over the past year has been incredible,” said RV Industry Association (RVIA) President & CEO Craig Kirby. “They have continued to find solutions to meet the growing demand for RVs. Month after month, our members have built a record number of RVs, proving their ability to address and mitigate the various supply chain issues they have faced.”

Since ramping up following the closures in 2020, the RV Industry posted record shipments in both the third and fourth quarters of 2020. The increase in production between the second and third quarters was an impressive 64% and jumps even higher to 72% in the fourth quarter as compared to the second quarter. This shows just how quickly the RV Industry was able to recover from the shutdowns and meet the increased demand.



“The past 13 months have tested and strengthened the resolve of the RV Industry,” shared Bob Martin, President and CEO of THOR Industries. “With our industry partners, we continue to navigate severe supply chain challenges amongst escalating consumer demand, while following protocols to ensure the safety of our team members.”



“While supply chain challenges impact our production, we constantly work with our supply partners to manage any disruptions as best we can. Our second quarter results demonstrate that our supply network is assisting in incredible year-over-year production volume increases, and for that we are appreciative,” said Winnebago Industries President & CEO Michael Happe.

Heading into 2021, the RV Industry continues to post record-breaking month-after-month RV shipments and is on pace this year to build the most RVs ever. According to the latest RV Roadsigns forecast, the RV Industry is projected to build 533,000 units in 2021, a 24% increase over the 2020 total and a 6% increase over the current record high of 505,000 units built in 2017.



“Last year the RV Industry was working together to establish safety protocols and guidelines for when our employees returned to work,” said Kevin McArt, General Manager at Forest River, Inc. “From not knowing what the future held, to supply trying to keep up with demand, I think our industry has performed extremely well. And working together with our supplier base friends we will always find a solution.”

In preparing the 2021 RV forecast, ITR Economics considered potential supply chain issues. As a result, they forecasted a range from 523,139 and 543,572 units. Even the lower end of the range would be a record year for RV shipments.—RVIA



### Longtime FRVTA Board Member Snow Chamberlain Passes

*Snow Chamberlain, longtime active member of Region 3 and its current president, died this past April from complications associated with COVID. He was 77. A man of few words, Snow was instrumental in making sure the Association's many events, shows and educational initiatives were successful in advancing the RV Lifestyle in Florida and beyond.*  
(See full article page 4)

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## PRESIDENT'S MESSAGE...

### *A New Normal?*

*May is here and so is the hot weather in Florida. Its time for our friends from the north to hightail it to wherever they hide in the summer. You are not a true Floridian till you have endured several blistering Florida summers. The recent West Palm Beach RV Show had heat indexes close to and over 100 degrees! Thankfully, the heat didn't stop shoppers from coming out to find the right RV and all dealers were very happy.*

*RV sales continue to be very good throughout most segments of our industry and campgrounds are still full. The biggest problem still facing the RV Industry is our supply chains from manufacturers. Unfortunately, this problem is not specific to the RV Industry either.*

*Power sports and boat dealers have been telling me the same problems exist in their industries. Customers want to get outside and enjoy the great outdoors and dealers want to help them get there.*

*The problem I believe is that many of us have very thin inventory levels, especially smaller dealers like me. I have noticed that the larger box stores have been able to obtain inventory quicker than smaller stores. "Why is that" as I pretend to wonder. Did these big stores see the inventory shortage coming better than I did? Did they put their orders in more than eight to 12 months ago like I did?*

*I would assume big manufactures are taking care of big dealers first because that is the real new normal we are facing. You don't have to go any farther than the latest issue of RVBusiness to see the future. Thor industries, Forest River and Winnebago now control about 90% of the RVs manufactured in the US. Yes, the RV Industry has its own version of the "Big Three," just like the auto industry had years ago.*

*And it's not just manufactures that are consolidating, it's also suppliers as well. We get customers trying to fix their coaches only to learn that the maker of a certain part was bought and now we have to replace the whole system because the other part is obsolete. Great way to pad the bottom line, but not so great for the customer!*

*Finally, there is the contraction of the dealer base. I look around this industry and I feel more and more like a dinosaur. Dealers across the nation are selling out, and it seems like a buying war between the handful of large investment firms and publicly traded companies.*

*With all this consolidation I am left to wonder who is going to service customers? Who is going to know customers by name and be there when they come back to trade or have a problem? I meet so many people who tell me, "I bought my first RV from your dad and he is the one that got us started in the RV Lifestyle."*

*In fact, I now have customers telling me they bought their first RV from me and WOW! I was young back then. RVing has always been about family and I hope we don't lose that to the new normal. So, to all you dinosaurs out there, watch out for the asteroid nearest you!*

*On a very sad note, the FRVTA recently lost another family member. I would like to send my heartfelt condolences to Snow Chamberlain's family. He was a great Association member and a true friend to all of us who knew him. Snow was a tireless worker inside the FRVTA and was always willing to help out in all situations.*

*Now is the time for new and old members to step into the organization and fill the void left by Snow's untimely passing. This is just another example of why we should live each day like it is our last and to treat others with love and respect. You might never get a chance to say you're sorry or make up that missed time together.*



**BRIAN COPLEY**  
FRVTA State President



## FRVTA BOARD OF DIRECTORS MEET IN TAMPA BAY AREA

*The FRVTA Board of Directors held its quarterly meeting at the Hyatt Place Hotel in Wesley Chapel, on Saturday, March 27. Here are some things that came out of that meeting:*

- The Finance Committee reported that the FRVTA is in great financial shape since we were able to hold the 2021 SuperShow. The Committee reported the investment portfolio has taken a hit but not as bad as most as it is in very conservative stocks.
- The PR Committee reported that since the advertising rates in both the RVers Guide and the SuperShow Program were not increased in 2020 that a modest 2% increase in the rates will apply this year. Also the visits to our YouTube channel and Facebook pages continue to increase. FRVTA has agreed to continue the RV Guide distribution in 26 Florida and South Georgia Pilot locations for the next year. They will also be available at interstate rest areas and in five turnpike rest areas as well.
- FRVTA Scholarship Applications were mailed to all members. Please display the poster and applications in an area where your employees will see them. The deadline to apply is Friday, June 4.
- The 2021 FRVTA State Convention will be held at the Wyndham Grand Orlando Resort Bonnet Creek in Orlando. The dates for the convention will be September 9-12. The theme for this year's convention will be the ROARING TWENTIES!
- Enrollment in the FRVTA Distance Learning Program is strong. Veronica is still attending regional meetings and making sure all dealers and service centers are aware of the LP Gas licenses that will need to be in place by August 1. Steve Roddy has held a class to prepare techs for taking the new RV LP Gas qualifier exam. There will be more classes coming in the near future and are free to FRVTA members. Veronica is working on re-designing the Distance Learning website and updating the logo.
- Legislative Consultant Marc Dunbar brought everyone up-to-date on the current Legislative Session. Marc discussed the recently passed legislation to protect businesses from COVID-related lawsuits. The Governor already has signed this bill. Marc stressed the importance of the PAC Fund and encouraged all Regions to make a donation. It's important that the FRVTA supports those candidates who are for an open and competitive marketplace.
- It was announced that RV Week, which takes place in Washington D.C. in early June, has been canceled.
- Region 1 had to cancel the RV SuperSaver Show scheduled for April due to a lack of inventory.
- Contracts for booth exhibitors for the 2022 Florida RV SuperShow have gone out and are coming back strong. Manufacturers contracts will go out in May.
- Dave thanked all the volunteers from the Board who helped with the recent RV SuperShow. They include Lyn Hart, Vince Ponciano, Traeanne Reynolds, Deanna Pearce, Veronica and her husband Erick Helms, Lance Wilson, Mike Ryan and Donnie Davis.



## RV/MH Classes of 2020-21 Induction Banquet Set for August 16

*It goes without saying that 2020 has been an unusual and trying year, notes the RV/MH Hall of Fame in a news release.*



“However, 2021 will prove to be a year that progressively improves,” said Darryl Searer, RV/MH Hall of Fame executive director. “We are determined to make this year’s induction dinner the best of all time.

“The class of 2020 has been very patient and understanding as we have moved their date from Aug. 3 to Dec. 3 to May 13 and now, finally, to August 16. On top of other positive outcomes, this date will avoid a National Holiday in Canada and allow for our two Canadian inductees’ friends and relatives to attend,” Searer said.

Both the class of 2021 and 2020 induction ceremonies will be held together, and take place at the Northern Indiana Event Center in Elkhart. “We have thought long and hard on this,” Darryl said. “Considering that this is a lifetime achievement and honor for each inductee, we feel obligated to make this first-class and exciting for all.”

To streamline the evening, cocktails will begin at 5 p.m. with dinner at 6 p.m. Presentations after dinner will be short and the time for each inductee’s speech will be reduced from three minutes to two minutes.

“I am certain with all the challenges we have had in 2020, all will respect the others in attendance by adhering to the time limitations. The speaking order will be alphabetical and we will announce their class as they are introduced,” Searer said.— *news release*



## Longtime Region 3 Leader Passes

Ralph "Snow" Chamberlain passed away this past April from complications associated with COVID-19. He was 77.

Snow is survived by his loving companion of 39 years, Diane Carr, two daughters, Kim Beverlin and Patty Kehne (Mark), as well

as numerous grandchildren and great-grandchildren. He was preceded in death by his parents Clarence Newton Chamberlain and Elva Christine Chamberlain, and his two brothers, Bud and Joe Chamberlain.

A man of few words and known for his dry humor, Snow was a longtime active member of the Florida RV Trade Association and served Region 3 for many years in the offices of president, director and vice president. At the time of his death, Snow was serving once again as Region 3 president.

In addition to his activities in Region 3, Snow was also actively involved with the Family Motor Coach Association (FMCA). On December 1, 2010, he was elected to be president of the Commercial Council and he remained president of the council since then.

Born in New Jersey, Snow moved with his family to Zephyrhills as a young man. He graduated from Zephyrhills High School and worked at Lazydays RV Center in Seffner serving as the dealership's event coordinator for 31 years. This was a position that allowed him to travel about as he set up sales displays to properly showcase the dealership's many product lines. He was proud of his displays and his professionalism was known by all. He made friends every rally he went to in every state from Redmond, Oregon, to Key West, and everywhere in between.

Besides his love for the RV Industry, Snow was an avid motorcycle rider. This past October he participated in a



*Snow (3rd from far right) in Pigeon Forge with participants of the October motorcycle trip.*

Freightliner Custom Chassis sponsored trip to Pigeon Forge, Tennessee along with several other FRVTA officers and RV Industry personnel. During this trip, the group rode the famous "Tail of the Dragon."

Based on his wishes, no memorial or remembrance service will be offered by the family.

*We are all deeply saddened by Snow's passing and he will be keenly missed by the many who worked with or knew him. The entire FRVTA Board of Directors, Staff and membership give our heartfelt condolences to all those who knew and loved Snow. Please keep him and his family in your thoughts, hearts and prayers. You will be missed!*



## Veterans Outreach

RV PRO Magazine will launch its 10th special theme for the annual "Made-in-the-U.S.A" July issue.

"We're pulling a familiar theme from the past for this year," said Chris Cieto, publisher. "Eight years ago, we honored military veterans who work in our industry and we feel it is time to revisit this special segment."

In 2013, RV PRO recognized more than 300 military veterans working in the RV Industry. To date, it remains one of the most popular issues of the magazine.

"We encourage all companies to submit their military veterans for inclusion in the July 2021 issue. It is still my favorite issue to have worked on to this point, seeing all branches of the military recognized," said Cieto.

RV PRO asks that submitters click the link below and fill out the form with the following: first and last name, position, branch served, rank, a few sentences on something they are proud of about their service and an image of the employee from their military days.

<https://nbminc.wufoo.com/forms/rvpro-july-theme-veterans-issue/>



## TRAINING NEWS • by Veronica Helms, Training Director

### Technician Training Available Now!

We are five months into 2021 and our industry is still buzzing with positive sales and a high demand for RV service and repair. While manufacturers face the current challenges of supplies and parts for RV's, we are faced with recruiting the "right" employees to fill

the demand in Fixed Operations, especially RV Technicians.

- Have you paused and reviewed your hiring process?
- Who are you targeting?
- What are you expecting within the first 90 days?
- How long do your employees typically remain in service positions and if they leave, why?
- Are you competitive with pay?
- Are the leaders (team lead, supervisors, or managers) engaged and involved with the development of the new employee?
- Do you have a way to measure their success and receive feedback from the employee?

Many industries are competing for employees. The companies and/or businesses that are willing to pay reasonably, provide a great company culture and commit to train their employees are the ones who will have the advantages over time.

RV Technicians are scarce! The biggest hurdle is finding them and keeping them committed to your company. Trained technicians are a rare find, and if you find one the next challenge is keeping them at your company.

The RV Distance Learning Network (DLN) offers a FREE training program for technicians, whether they are new to the RV Industry or looking to solidify their experience. We can help prepare them to take the RV Technical Institute (RVTI) certification test.

As part of your FRVTA membership benefits, your company receives FREE access to one full year of training.

Whether the business needs to train one, or 30+ technicians over the course of time throughout the year, we can help fill your training needs.

We can also help technicians who desire to become a LP Gas Qualifier or LP Gas Master Qualifier in the State of Florida.

#### What is a Qualifier for a business?

A qualifier for a business must actually function in a supervisory capacity of other company employees performing licensed activities. A separate qualifier shall be employed for every 10 such employees.

Every licensed business must employ a full-time qualifier at all times. A qualifier is someone who has successfully completed an examination in the license category held by the business. On successful completion of the examination, the Florida Department of Agriculture and Consumer Services (FDACS) will issue a qualifier certificate to the examinee.

#### What is a Master Qualifier for a business?

One master qualifier who is a full-time employee at the licensed location must be listed on the LP Gas license application. This person shall be a manager, owner or otherwise primarily responsible for overseeing the operations of the licensed location, and must provide documentation to the department as provided by rule.

Qualifier certificates will expire three years after date of issuance. Renewals will be required with a \$20 renewal fee and proof of 16 hours of approved continuing education hours/training.

Master Qualifier certificates will expire three years after date of issuance. Renewals will be required with a \$30 renewal fee and proof of 16 hours of approved continuing education hours/training.

The RV Distance Learning Network can also help with eight hours of the continuing education hours needed to ensure that technicians have access to courses for recertification.

*Keeping your business on the right training track is our mission! Let us know how we can help you by contacting us at (813) 702-1113.*

## RV Learning Center College Scholarship Seeking Applicants for 2021-2022

The Mike Molino RV Learning Center College Scholarship Program is now accepting applications for the scholarship through July 5. Applications may be submitted [online](#). The scholarship is available for current undergraduate students who are employed in the RV Industry, are a dependent of an RV Industry employee, and to those seeking a career in the RV industry after graduating. The \$2,500 award will be applied to the cost of tuition for the 2021-2022 school year.

#### APPLICANTS MUST:

- Have a 2.8 or better cumulative grade point average and a 1050 minimum SAT score (1575 minimum on the 2400-point scale; a minimum ACT composite score of 22 is also acceptable).
- Be a rising sophomore, junior, or senior in an accredited four-year college or university.
- Provide a 500-word essay on their goals and objectives for college and career.
- Submit a copy of their Free Application for Student Aid (FAFSA) form, which is completed online at <http://fafsa.ed.gov>.
- Demonstrate the ability and willingness to fund a portion of their educational expenses on their own.
- Submit a fully completed application with supporting documentation.

*All materials noted above must be received by the center no later than JULY 5, 2021. Dealer principals, and their families and dependents, are not eligible for the award.*

For more information, go to [www.rvlearningcenter.com](http://www.rvlearningcenter.com), send an email to [info@rvda.org](mailto:info@rvda.org), or fax to (703) 591-0734.—RVDA



**DEALER DETAILS • by S. ALLEN MONELLO, D.P.A. AICE**

***Federal Enforcement to Become More Aggressive***

Simply put, the transition from the Trump Administration to the Biden Administration means more regulation for the motor vehicle sales industry.

President Biden's nominee to head the

Consumer Financial Protection Bureau (CFPB), Rohit Chopra, has made it noticeably clear: enforcement and supervision will be greatly enhanced. His vision for the CFPB is to closely monitor how some dealerships are compensated for arranging customer financing. He has found this area to be full of unfair and abusive practices.

The CFPB will also focus on deceptive advertising, discrimination against African American and Hispanic auto buyers (who are subject to "statistically significant" higher markups than similarly situated white customers) and protection of the military under the Military Lending Act.

Chopra, who has been a commissioner with the Federal Trade Commission (FTC) since 2018, has faulted the FTC for not establishing more protections for consumers against auto lending abuses. He believes the FTC should become more aggressive by taking action against deceptive advertising, yo-yo financing schemes and the sale of add-on finance and insurance products.

Not to be overshadowed, the Acting Chairwoman of the FTC, Rebecca Kelly Slaughter, announced that the "FTC will reinvigorate rulemaking authority to level the playing field for consumers and businesses...Clear rules

provide a road map for honest businesses to comply with the law and better protection for consumers and workers against bad actors."

What does all this mean to you? With this new laser-focused enforcement approach by two federal agencies you will want to make sure your sales and financing practices are in compliance. That means treating all customers -- regardless of race, socio-economic status or gender -- the same when it comes to lending practices and the sale of ancillary products.

Figure out when you deviate from your standard markup and why. Do you have justification for doing so? Have all customers been offered the same opportunities to purchase "add-on" products? Did they sign a document accepting or declining such products?

If you're ever board and want to read more about what "eyes" are on this industry, go to [ftc.gov](http://ftc.gov) and [cfpb.gov](http://cfpb.gov). This will certainly get your attention!

**NOTE:** This article is not intended to provide legal or financial advice. It is for informational purposes only.

*S. Allen Monello, D.P.A., CPFS, is the Managing Member of the Automotive Industry Center for Excellence, LLC. Allen provides compliance consulting and training services to dealerships and is certified as a "Consumer Credit Compliance Professional" by the National Automotive Finance Association. He also is credentialed by the Association of Finance and Insurance Professionals (AFIP) as a Certified Professional in Financial Services. He can be reached by email at [Allen@TheAICE.com](mailto:Allen@TheAICE.com) or by phone at (727) 623-9075. Please visit his website at [www.TheAICE.com](http://www.TheAICE.com).*

***RV Technical Institute Trains Next Generation of RV Tech Workforce***

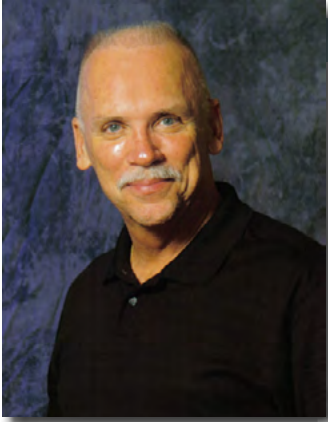
After a difficult year shaped by the pandemic and economic downturn, it is clear that the post-COVID workforce will be a crucial part of the nation's recovery. Playing a significant role in the training of the next generation of workforce will be our nation's technical and community colleges. However, technical colleges aren't the only ones who recognize the importance of the trades.



The RV Technical Institute supports growth of trade careers by providing world-class training for RV maintenance and repair that is focused on reducing the RV Industry's shortfall of trained RV technicians, leading to an improved consumer experience. With several ways to receive training, the RV Technical Institute ensures that both current and future members of the workforce are well prepared for success within the RV Industry.

Additional benefits include 100% job placement, a steady career ladder, lifelong learning and increased earning potential. Employees may also have the option to work remotely by choosing the mobile tech career path, which allows for greater freedom and more travel opportunities.

All this means the RV Technical Institute is ready to help fill the gap created by a growing demand for skilled workers.--RVIA



## FINANCIAL CHECK-UP • by JERRY MANN, FRVTA Benefit Consultant

### Employee Retention Tax Credit... Does Your Business Qualify?

The Employee Retention Tax Credit (ERTC) under the CARES Act of 2020 is a refundable tax credit that encourages business to keep employees on their payroll. Game changing updates to the ERTC were finalized by the

Consolidated Appropriations Act (CAA) in December 2020 and the American Reserve Act in March 2021.

Companies that received PPP loans may now claim the ERTC. Prior to this legislation, companies were not permitted to benefit from both. The legislation also extended and liberalized nearly every aspect of the credit through 2021.

Companies qualify for the ERTC if (1) they had a decline in quarterly revenue; (2) were fully or partially shut down due to government orders; (3) are a startup that began a new trade or business. In 2020, the ERTC was worth up to \$5,000 per employee per year. For 2021 the ERTC is up to \$7,000 per employee per year. It is calculated based on a formula equal to 70% of up to \$10,000 in qualified wages (including amounts paid towards health insurance) per full time employee for each eligible calendar quarter beginning January 1, 2021 and ending June 30, 2021.

The credit is claimed through payroll tax filings, but the process depends on whether you are claiming credits for prior calendar quarters or the current calendar quarter. A special rule applies to employers that wish to retroactively

claim credits for 2020 with respect to payroll funded by a Paycheck Protection Program (PPP) loan where forgiveness is subsequently denied.

Are owners counted? Yes and No. Some owners can be included in the full-time employee calculation; however, many owners are not. Those who cannot be counted as a full-time employee include a sole proprietor, a partner in a partnership and a 2% S Corporation shareholder.

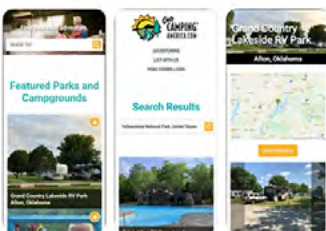
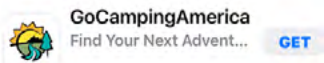
Wages include all wages that are subject to FICA, plus qualified health plan costs. There are some wages that need to be excluded, such as severance for all employers and vacation pay for large employers.

The AICPA requested clarification from the IRS for Notice 2021-2020, which explains in detail when and how employers that received a PPP loan can claim the retention credit for 2020. The notice explains (1) who are eligible employers; (2) what constitutes full or partial suspension of trade or business operations; (3) what is significant decline in receipts; (4) what is the maximum amount of an employers retention credit; (5) qualified wages; (6) how an eligible employer claims the credits; and (7) how an eligible employer substantiates the claim for the credit.

*Jerry Mann, owner of Mann and Associates, Inc., has been a member of FRVTA Region 3 since 1996 and has served as Regional Treasurer three times. For other tax-saving ideas and insurance solutions, contact Jerry at 813-541-6071 or 813-769-1829. You can also reach Jerry online at [Jerry@mann-benefits.com](mailto:Jerry@mann-benefits.com).*

## ARVC Rolls Out Redesigned Camping App

The National Association of RV Parks and Campgrounds (ARVC) recently unveiled its new [GoCampingAmerica.com](https://www.GOCampingAmerica.com) app, available for free download for both iOS and Android devices. ARVC said the newly redesigned app allows users to find and compare parks, search areas nearby, view blogs – including tips for campers of all experience levels – and upload photos of visits to RV parks and campgrounds.



“This app provides the same experience of our new website, and more, and it brings it directly to the palm of your hand,” said David Basler, vice president of membership and marketing at ARVC. “Every camper needs to download this free app and make sure they use it as they plan and embark on their next great adventure.”

The app’s new search engine allows campers to pinpoint their exact needs or compare parks along their route by searching in broader terms, including nearby landmarks and destinations. Campers can view updated park profiles across the United States, Canada and Mexico, including the ability to make a reservation or connect directly with a campground’s social media channels and website.

“We are working on a ‘Plan Your Route’ feature that will constantly update the features in the app to make it provide the information campers need as they search for a place to park or spend the night as they travel,” Basler added.

For RV park and campground owners/operators, the new app offers additional ways to market their park’s features, events and attractions when campers book a stay. Park owners and operators can add high-resolution photos, videos, a park description, nearby landmarks, amenities, rates, policies, social links and more. – ARVC

## **RVDA Seeks Nominations for Association's James B. Summers Award**

The national Recreation Vehicle Dealer's Association (RVDA) is asking dealer and associate members to submit nominations for the prestigious James B. Summers (JBS) Award.

Created in 1986, the JBS award is the association's highest honor and is named in honor of past RVDA Executive Vice President and CEO Jim Summers. It recognizes individuals who make a consistent and outstanding contribution to the association and its members.



RVDA asks that submissions include a narrative explaining why the candidate should receive the award. Nominations should be submitted by May 20 to RVDA's Ronnie Hepp at [rhepp@rvda.org](mailto:rhepp@rvda.org).

The 2021 award, along with the 2020 JBS Award, which has been selected but delayed due to the pandemic, will be presented during the RV Dealers Convention/Expo, November 8-12 at Paris Las Vegas. -RVDA



The Lazydays Employee Foundation is hoping that after a year in which it had to cancel its biggest charity fundraiser because of COVID-19, its annual golf tournament will return this May.

"We've been able to bring in over \$100,000 for each one of those (golf tournaments) every year," said Kathy Rainey, president of the Employee Foundation board. "We've had really successful annual golf tournaments with the help of our vendors and our manufacturers participating."

-news release

## **WINNEBAGO Announces 2021 Flying W Award Winners**

Winnebago recently announced the recipients of the Flying W Dealer Excellence Award for 2021. The company established its dealer excellence program in 1986 to recognize select dealers for service excellence and superior customer satisfaction.

"Despite the unprecedented challenges of the past year, these dealers really stepped up and helped set the standard for the entire RV industry," said Dean Casad, director, Customer Support at Winnebago. "We are proud to recognize their outstanding commitment to serving Winnebago owners."

For 2021, the Flying W award recognizes top motorhome and towable dealer locations from February 2020-February 2021. The top-ranking 33 percent of dealer locations earn this distinction. The Flying W program uses surveys sent to owners upon a new RV registration and after warranty repairs.

To commemorate their achievement, dealers receive Flying W display materials as well as Flying W designation on Winnebago's online dealer locator for the next 12 months, a signal to consumers that they will have "industry-leading shopping and ownership experiences at these dealerships," Winnebago said.

*Congratulations to the following Florida-based winners:*

### **Flying W Award Recipients – Motorhome:**

- General RV Center – Ocala
- Gerzeny's RV World – Bradenton
- La Mesa RV – Fort Myers
- La Mesa RV – Sanford
- Lazydays RV of Tampa
- Sunshine State RV – Gainesville

### **Flying W Award Recipients – Towables:**

- Campers Inn RV
- La Mesa RV – Port St Lucie

## **Region 6 Donation Helps Agency Attain Matching Funds**

FRVTA Region 6's recent \$6000 donation helped St. Johns County non-profit agency INK! (Investing in Kids!) receive Gannett Foundation matching funds that provided reading literacy skills to 200 four-to-five-year-olds.

"Students who struggle with reading skills from pre-kindergarten or kindergarten without intervention never catch up and often resort to disruptive behavior to mask their shortcomings," said INK! Executive Director Donna Lueders. "The generosity of FRVTA's Region 6 had a life-changing impact on these children and gave them the advantage they desperately need."

Lueders notes that one school principal conducted a study of the participants and found that those who took part in INK!'s literacy intervention experienced learning gains into third grade.

At this time, Region 6 has made more than \$60,000 community donations over the last five years.

"It's gratifying to see that our small donation made such a huge impact in INK!'s program and the number of children who benefitted as a result," said Region 6 Treasurer Jerry Tempio. "Our members have made children and children's nonprofit organizations a focal point for our giving. We appreciate the support of the community at our RV shows, which have helped us raise these funds so we can reinvest into our communities."



## NEW MEMBERS

### AQUA FINANCE, INC

Jim Anderson  
 1 Corporate Dr, Ste 300  
 Wausau, WI 54401-1724  
 PH: 877-366-8406  
 Fax: 715-849-4855  
 Website: [www.aquafinance.com](http://www.aquafinance.com)  
 Email: [janderson@aquafinance.com](mailto:janderson@aquafinance.com)  
 Finance, Region 10

### EASYCARE RV

Brian Soukup  
 6010 Atlantic Blvd  
 Norcross, GA 30071-1303  
 PH: 678-225-1000  
 Website: [www.easycare.com/rv/dealers](http://www.easycare.com/rv/dealers)  
 Email: [bsoukup@easycare.com](mailto:bsoukup@easycare.com)  
 Finance, Region 10

*If you have a story or item of interest concerning your business that you would like to share with the FRVTA membership, please contact Dave Kelly at [davekelly@frvta.org](mailto:davekelly@frvta.org) in the State Office.*

## FRVTA Scholarship Applications Due June 4!



Applications for the annual FRVTA Scholarship are due June 4. This is another great membership benefit from the Florida RV Trade Association.

The FRVTA Scholarship Committee encourages members to alert all employees so their dependents can apply for this outstanding program.

### *Here are the requirements for a student to be considered:*

1. Applicant must be an employee or dependent of an employee.
2. Employer must be an FRVTA member in good standing on the date an application is submitted.
3. Applicant must have and maintain a 3.0 or better GPA and/or hold a 1000 SAT score if a high school senior.
4. All accredited two- and four-year Florida universities are acceptable.
5. \$2000 awarded per applicant per year for a maximum of four years.
6. For undergraduate study towards a bachelor's degree only.
7. Applicant can be a full-time student (nine or more hours/semester) or part-time student (eight or fewer hours/semester).
8. Applicant must submit a copy of their most recent high school or college transcript.
9. Applicant must submit an essay of not more than 500 words entitled "My Goals and Objectives for Attending College."
10. Scholarship effective Fall 2021 semester.
11. Must show proof at the end of each semester to verify GPA to retain the Scholarship Award.
12. **Applications must be received by JUNE 4, 2021.** Awards presented by July 31, 2021.

*Thank you for your help in making our scholarship program successful!*



## FRVTA LAST SHOW OF 2021 SEASON

### TAMPA BAY SUMMER RV SHOW

**JUNE 10 – 13**

*Florida State Fairgrounds*

4800 US Highway 301 North • Tampa

## MEETING DATES



*Region 1 • NO MEETING • Twin Isle Country Club • 301 Madrid Blvd • Punta Gorda*

*Region 2 • May 12 • PGA National Resort • Members Club, 400 Avenue of the Champions  
 • Palm Beach Gardens*

*Region 3 • May 11 • Florida State Fairgrounds • 5025 Orient Road • Tampa*

*Region 4 • May 19 • ZOOM MEETING • Orlando*

*Region 5 • NO MEETING • Tuscany Italian Bistro • 36178 Emerald Parkway • Destin*

*Region 6 • NO MEETING • Bonefish Grill • 10950 San Jose Blvd • Jacksonville*

*Region 7 • May 25 • Braised Onion • 754 NE 25th Ave • Ocala*

**ALL MEETINGS: Face Masks Required • Social Distancing Observed**  
**Cocktails 6:30 PM • Dinner 7:00 PM**