



# Montreal Trouble Shooter Clinic

November 17-21, 2014

Holiday Inn Hotel & Suites Pointe-Claire Montreal Airport

Customize Your Training Needs by Selecting the Track or Tracks Needed :

## Running Gear, Hydraulics, Slide-outs & Towing (2 days) - \$320 US/per person

Dates: November 17-18, 2014

Time: 8:00 a.m. ~ 5:00 p.m.

16 hours of Continuing Education Credits

- Running Gear & Axles – Explanation and identification of components of axle, brakes and suspension systems. Hands-on training on brakes, bearings, seals and measuring of axles and frames.
- Hydraulics & Slide-outs – Covers hydraulic theory and operational characteristics, demonstrate different leveler and slide operations (both electric and hydraulic), discuss effective ways to troubleshoot and make timely repairs.
- Towing & Hitches – Covers the proper selection, installation and set-up of brake controls, weight distribution kit, sway controls and 5th wheel hitching systems.

## Appliance (4 days) - \$640 US/per person

Dates: November 18-21, 2014

Time: 8:00 a.m. ~ 5:00 p.m.

32 hours of Continuing Education Credits

- Water Heaters – A comprehensive course covering both Atwood and Suburban water heaters including specifications, installation and sequence of operation. Course includes the water heater tear down, testing and reassembly.
- On-Demand Water Heaters - A comprehensive course to familiarize technicians with Girard demand RV water heaters. Course includes detailed instruction on sequence of operation, operational processes and diagnostics.
- Air Conditioning and Heating - Comprehensive courses covering Airxel and Dometic air conditioners and heat pumps. Instruction includes component operation, installation and troubleshooting. Students will perform a cooling performance and use meters to diagnose components.
- Refrigerators – A comprehensive course covering both Norcold and Dometic refrigerators covering absorption refrigeration versus gravity, heat transfer, component operation and completion of a cooling performance test.
- Furnaces – A comprehensive course covering both Atwood and Suburban furnaces including specifications, installation and sequence of operation. Course includes the furnace tear down, testing and reassembly.

## Power Sources Track (3 days) - \$480 US/per person

Dates: November 19-21, 2014

Time: 8:00 a.m. ~ 5:00 p.m.

24 hours of Continuing Education Credits

- Generators\* – A comprehensive course covering Onan generators including component identification and function, reading and understanding wiring schematics and hands-on performance of operational tests.
- Converters – This course will cover the operating characteristics of 3-types of power converters and their appropriate applications. Hands-on performance diagnostics will be performed on each type.
- Power Systems – This class covers 30- and 50-amp input systems, load panels, basic energy management, line generator switches and neutral current in in-phase and out-of-phase power sources.
- Batteries – Covers battery technology, inspection, testing equipment, specifications and terminology.
- Inverters & Transfer Switches – This course covers inverter/charger and transfer switch basic operation, installation wiring, programming, troubleshooting and board replacement in the field.
- Energy Management Systems - An introduction to automatic generator start and AC load control products. Emphasis will be on troubleshooting and identifying the most common failure modes.
- RV-C™ - Covers the basic concepts behind RV-C™, demonstration of a working RV-C™ network, troubleshooting common wiring problems. Includes diagnostics and configuration of common RV-C™ modules using a computer service tool.

\* Held at a local dealership

**Fix it right the first time**  
**Improve customer satisfaction**  
**Acquire needed continuing education**

**Small class size to maximize your hands on experience!**  
**Register now!**

November 2014						
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For hotel reservations, call **1-800-375-2680** and mention group code **TSC** to receive special nightly room rate of \$139.00\* plus applicable taxes based on double occupancy.

Reserve your room online at <http://tinyurl.com/2014TSC>.

\*Hotel rate includes complimentary breakfast, high speed internet access and parking.

**Trouble Shooter Clinic registration deadline is November 3, 2014.**

### Prerequisites

- Minimum 3 years work experience in the RV trade
  - Hold one of the following licenses/certificates:
    - ▶ A Recreational Vehicle Certificate of Qualification with a Red Seal endorsement
    - OR
    - ▶ Current gasfitter certificate/license **and/or** certificate of qualification in the electrical trade and/or Motor Vehicle Inspection Tester license in a Canadian province or territory. Must also provide proof of successful completion of **three** seminars held between 2007 and 2012. See list of recognized seminars.
    - OR
    - ▶ Successful completion of second period/level of the RV Service Technician apprenticeship offered by an accredited Canadian institution.
    - OR
    - ▶ RVDA-RVIA Recreation Vehicle Service Technician Certificate
- 

### All participants must have technical knowledge and experience in the following areas:

- Accessories
  - Administration - parts management, merchandising, work orders, customer service
  - Appliances
  - Brake Systems
  - Camper, camperette and canopy systems
  - Chassis
  - Cutting and heating with Oxyacetylene
  - Electrical - AC/DC current, generators, power converters and charging systems, appliance circuitry
  - Exterior Construction - body construction and fixtures, estimating, exterior accessories, body panel repair
  - Fuel systems - propane systems, auxillary gasoline fuelling systems
  - Interior components - cabinets, fixtures and furnishings
  - Invoicing, estimating & flat rate
  - LP gas appliances - furnace and heating systems, water heaters, stoves, oven, ranges and portable BBQs
  - Parts and Merchandising
  - Plumbing - fresh water and waste water systems, winterizing
  - Pre-delivery inspections
  - RV applications - truck campers, motor homes, expandable/fold-down units, specialty haulers
  - Safety, tools, applied mathematics and shop equipment
  - Slide-outs and levelling systems - hydraulics, slide-out and levelling systems
  - Trailer and towing systems - undercarriage, hitch systems, tow vehicle
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### RV Technician Certification Testing: RVDA/RVIA Recreational Vehicle Technician Certification

Testing is a separate event. Computerized versions of tests are available throughout the year. Technicians interested in taking any of the RV Technician Certification Tests must complete and submit a separate registration application and fee to RVDA. For more information about the application process, please call 703-591-7130 or visit <http://www.rvtechnician.com>.



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## Recognized Seminars

For those that have not received formal apprenticeship training, the following seminars are accepted as alternatives to apprenticeship training. Proof of successful completion of one of the following seminars in one calendar year is required.

- Technical seminar taught by a mobile trainer endorsed by a provincial or regional RVDA
- Okanagan College online technician training courses
- RVDA of BC/Okanagan College service seminar
- Ontario RVDA technician training seminar
- RV Learning Center Service Writer/Advisor Certification program
- RV Learning Center Service Manager Certification program
- RV Learning Center Parts Manager Certification program
- Spader Business Management Parts & Accessories Management Workshop
- Spader Business Management Service Management workshop
- Spader Business Management Service Writing workshop
- Spader Business Management Total Management 1& 2 workshop
- Training provided by RV Manufacturers\*
- Training provided by RV suppliers\*

**\*Must be a member of RVIA in good standing**

### The students receive :

- A detailed manual customized to their individual track
- Coffee breaks and lunch for the duration of their track
- A Trouble Shooter cap
- A certificate for designated continuing education credits upon completion of the clinic and attendance to ALL assigned courses
- A certificate for 10% discount on certification testing good for 90 days

**This training event is brought to you by special request of :**



**This training event is brought to you by the following sponsors:**





# Montreal Trouble Shooter Clinic November 17-21, 2014

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Trouble Shooter Clinic registration deadline is November 3, 2014

## Step 1: Select a training track

- Running Gear, Hydraulics, Slide-outs & Towing** (2 days) Cost per person : US\$ 320.00
- Appliance** (4 days) Cost per person : US\$ 640.00
- Power Sources** (3 days) Cost per person : US\$ 480.00

## Step 2: Select Payment Option

- VISA**     **MasterCard**
- Charge by phone at 703-620-6003 x 355 or fax completed form to 703-620-5071.**
- Make cheque payable to RVIA and mail with this application to:  
*RVIA, Trouble Shooter Clinic Registration  
P.O. Box 2999, Reston, VA 20195-0999*

Credit card #	Expiration date (mm/yy)	Security V Code
Name on card (please print)	Signature	

## Step 3: Complete Registrant Information (Please Print)

Name	Title*	Years of RV Technician Experience*
Dealership**	Telephone	Fax
Address		
City	Province	Postal Code
E-mail***		

- \* To make the most of class time, Individuals will be grouped by years of experience and title.
- \*\* The clinic is open only to technicians or persons with positions directly related to the RV industry.
- \*\*\* Confirmations will be sent via e-mail so unique address is required for each individual.

## Step 4: Indicate English Language Proficiency (Required for native French speakers only)

Instruction in English along with simultaneous interpretation in French. Please indicate your level of proficiency below.

- Level 1: Can fulfill the basic needs in a language, such as ordering meals, asking time and directions
- Level 2: Can fulfill routine social demands such as small talk about one's self, family and current events**
- Level 3: Can discuss a variety of topics with ease and almost completely understand what others are saying
- Level 4: Can participate in all manners of conversations with ease and only rarely makes grammatical mistakes
- Level 5: Can use the language the way an educated native speaker of the language would

**If you wish to be paired with a member of your dealership for assistance with interpretation, please indicate the name of the person you wish to be paired with below**

If you require assistance or special accommodations under the Americans with Disabilities Act, please indicate requirements and provide medical documentation of your disability.

### ATTACH PREREQUISITE DOCUMENTATION AND PAYMENT

Make cheque payable to RVIA and mail with this application to:  
**RVIA Montreal Trouble Shooter Clinic, P.O. box 2999, Reston, VA 20195-0999**

**Please arrive 30 minutes early on the first day for registration.**

### Refund/Cancellation Policy

One week notice is required prior to start of clinic for a refund. Cancellations due to an emergency will be considered individually. Failure to comply with these terms will result in a forfeit of registration fee.



Dear RVDA member:

The RVDA of Canada board recently agreed to support the registration of Canadian RVDA members in the upcoming Trouble Shooter Clinic (TSC), with a tiered rebate program. The Trouble Shooter Clinic (TSC) is being held in **Montreal, Quebec from November 17 to 21, 2014.**

Upon successful completion of the clinic by participating Canadian RVDA member staff, each dealership will be entitled to receive a maximum mail-in rebate of \$1,550. The tiered rebate structure will be based on the number of registered participants who have successfully completed the course. For example, registering one participant would grant a rebate of CA\$150; rebates for two or more would be increased in CA\$100 increments. See sample chart below:

<b>Proposed Rebate Structure for 2014-2015 Montreal Trouble Shooter Clinic Registrants</b>					
<b># of personnel</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>
	\$150	\$150	\$150	\$150	\$150
	\$200	\$200	\$200	\$200	
	\$300	\$300	\$300		
	\$400	\$400			
	\$500				
<b>Total reimbursement</b>	<b>\$1,550</b>	<b>\$1,050</b>	<b>\$650</b>	<b>\$350</b>	<b>\$150</b>

**Rebate eligibility for participants from outside of Montreal**

- Successful course completion
- Stay at the [Holiday Inn Hotel & Suites Pointe-Claire Montreal Airport](#)

**Rebate eligibility for participants from Montreal**

- Successful course completion \*
- \* Montreal participants are encouraged to stay at the Holiday Inn Hotel & Suites Pointe-Claire Montreal Airport should they wish to stay at a hotel

**Rebate application**

- Submit a photocopy of the Certificate of Completion for each participant
- Submit a photocopy of the hotel receipt
- Application must be received no later than **January 15, 2015**
- Forward your Montreal TSC rebate application by mail or e-mail:

**Mail**

RVDA of Canada  
 204-6411 Buswell St.  
 Richmond, BC  
 V6Y 2G5

**E-mail**

[anital@rvda.ca](mailto:anital@rvda.ca)