



NEWMAR PLATINUM DEALER APPLICATION

Q = Qualify/DQ = Disqualify

Date: _____
Name of Dealership _____
Address _____
City, State, Zip _____
Dealership Principal _____

Product Lines: ☐ Motorized ☐ Towable

Scoring **Your Score**

Q/DQ	
Q/DQ	
Points	
Points	
Q/DQ	
Q/DQ	

Most Current Newmar CSI Annual Score: _____ **Number of Responses** _____

(Newmar will provide these numbers)

(Must be above 90% to qualify)

(Must be 10 or more to qualify)

SERVICE FACILITY: ☐ Waiting Room **(Please provide photos) - Must supply to qualify**

Secured, Fenced Drop Off Lot: ☐ No = 0 pts ☐ Yes = 5 pts

Service/Warranty Writers: Number _____ 1 per 5 indoor bays = 10 pts, less than 1 per 5 indoor bays = 5 pts, 0 = 0 pts

Shop Foreman: _____

PC/Internet Access (Flat Rate CD, TSM, Parts Catalog) ☐ No ☐ Yes = Must to qualify

Notebook Computer for Diagnosis/Troubleshooting (KVH Satellite, etc.) ☐ No ☐ Yes = Must to qualify

Scoring	Your Score
Q/DQ	
Points	
Points/DQ	
Points/DQ	
Points/DQ	
Q/DQ	

Repair Facilities: ☐ Indoor Bays ☐ Outdoor Bays ☐ Paint Facility

Number of Indoor Bays _____ Number of Chassis Bays _____ **Must have 5 or more to qualify**

Number of Lifts: _____ **(Please provide inside & outside photos of repair facility)** 1 or more = 5 pts, 0 = 0 pts

Vendor Certifications by: (i.e. Dometic, Norcold, etc.) _____

Technicians: Total Number _____ Number RVIA Certified _____ **20% or more of total = 10 pts, less than 20% of total = 5 pts, 0 = Disqualified**

Number RVIA Master Certified _____ **10% or more of total = 10 pts, less than 10% of total = 5 pts, 0 = Disqualified**

Average Yrs. of Experience _____

Uniformed? ☐ Yes ☐ No

Campground: Number of sites _____ **(Please provide photos)** 2 sites per bay = 10 pts, less than 2 sites per bay = 5 pts

Water/110v Service for Customer Units: ☐ No ☐ Yes

Customer Volume: Average per Month _____

Average Customer Turn Around Time: _____

Do you Accept Emergency/Safety Related Drop Ins? ☐ Yes = Qualify ☐ No = Disqualify

If so, what is your drop in policy? _____

Scoring Your Score

Q/DQ	
Q/DQ	
Points/DQ	
Q/DQ	
Points/DQ	
Q/DQ	

Do you provide transient customer service? ☐ Yes = Qualify ☐ No = Disqualify

If so, what is your transient customer policy? _____

PDI Process:

Checklist Used? ☐ Yes = Qualify ☐ No = Disqualify **(Please provide copies of checklist)**

Number of PDI Bays _____ Time Spent on PDI _____ 5+ hrs. = 10 pts, 2-5 hrs. = 5 pts, less than 2 hrs. = 0 pts

Owner Walk Through Process:

Who Conducts your New Customer Walk Throughs? (i.e. Technician, Sales Representative) _____

Checklist Used? ☐ Yes = Qualify ☐ No = Disqualify **(Please provide copies of checklist)**

Average Time Spent on a New RV Customer Walk Through _____ 2-5 + hrs. = 10 pts, 1 -2 hrs. = 5 pts
Less than 1 hr. = 0 pts

Overnight Camping Available? ☐ Yes ☐ No

PARTS DEPARTMENT:

Parts Manager: _____

E-Mail Address: _____

Use ComNet2 ? ☐ Yes = Qualify ☐ No = Disqualify

Parts Inventory: _____

Describe Customer Ordering Method _____

Scoring	Your Score
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Points	
Points/DQ	
Points/DQ	
Points/DQ	
Points/DQ	
Your Total Score =	

Warranty Manager: _____

Use of E-mail Authorization Form ☐ Yes = 5 pts. ☐ No = 0 pts.

Describe your Technician Training Process_____

Excellent = 10 pts., Fair = 5pts., No training = Disqualified

List the Continuing Training Programs that your Dealership Utilizes_____

Excellent = 10 pts., Fair = 5pts., No training = Disqualified

How Many Technicians Attend the Newmar Annual Service School (when available)? _____

(as a percentage of total technicians) -20% or more of total = 10 pts., less than 20% of total = 5 pts., 0 = Disqualify

Does your Facility Provide Chassis Service? ☐ Yes ☐ No If so, with what manufacturers are you warranty authorized?

If dealer = 10 pts., if local = 5 pts., 0 = Disqualify