

Purpose & Operations:

Raise the level of: **Compliance; Safety; Quality & Professionalism** in the Australian RV industry.

- ▶ Liaise with, assist, and promote all recognized Australian Caravan Clubs
- ▶ National *Accreditation of Caravans and Camper-Trailers for Compliance*
- ▶ National *Accreditation of Caravans and Camper-Trailers for Quality*
- ▶ National *Accreditation of Caravan and Camper-Trailer Service and Repair businesses*
- ▶ Assist owners and potential owners of Caravans and Camper-Trailers when *purchasing*
- ▶ Assist owners of Caravans and Camper-Trailers with *technical and warranty problems*
- ▶ Participate in *driver-training programs*
- ▶ Assist in developing and adopting *new technologies* for Recreational Vehicles
- ▶ Liaise with *government and regulatory bodies on relevant legislation and issues*
- ▶ Liaise with the *media on relevant legislation and issues*
- ▶ Promote *training in all areas of the Caravan and Camper-Trailer industry*

Assisting RV Manufacturers, Importers & Dealers

The primes areas of expertise are:

- ▶ **Compliancing** – *Australian Design Rules & Australian Standards*
- ▶ **Quality Assurance** – Document Preparation & Auditing
- ▶ **Design & Testing** – especially Handling & Stability
- ▶ Vehicle Inspections & Mediation
- ▶ Technical Assistance - *Expert Witness* - with Legal Matters involving RVs
- ▶ Technical Documentation Preparation: CAD Drawings; Work Instructions; Check-lists, Marketing Brochures, and Owner/Service Manuals
- ▶ Independent expert engineering assistance can significantly improve the reputation of the manufacturer and their products, by preventing problems occurring in the first place.
- ▶ The No: 1 aim is to ensure all RVs are 100%-Compliant, and as safe as possible.
- ▶ The second No: 1 aim is to ensure all RVs are professionally designed and manufactured.
- ▶ The third No: 1 aim is to ensure all RVs are of the highest possible Quality.
- ▶ The fourth No: 1 aim is to ensure all RVs are in strict accordance with the buyer's Contract.
- ▶ There are extremely strict *Consumer-Protection* requirements.
- ▶ RVs *must*: Be *fit-for-purpose*; Be of *acceptable quality*; Be as *advertised* or promoted;
- ▶ Have a reasonable *service-life*.
- ▶ There are extremely strict *Product Recall* responsibilities.
- ▶ Recalls and litigation can be very expensive and highly damaging to the reputation of affected manufacturers.

Assisting RV Owners & Potential Buyers

The primes areas of expertise are:

- ▶ 1: Assisting potential owners in selecting the best-value and best-quality compliant RV.
- ▶ 2: Ensuring that the *Contract* for purchasing a new RV is technically and commercially OK
- ▶ 3: Ensuring that a *new* RV is technically and commercially OK before accepting delivery
- ▶ 4: Ensuring that a *used* RV is technically and commercially OK before accepting delivery
- ▶ 5: Assisting owners - *Expert Witness* - on technical issues with legal matters involving RVs... manufacturing, quality and warranty issues
- ▶ The main specific area of assistance is to ensure the Owner's RV is *legal* and as *safe* as possible:
 - ▶ *Compliant* – Strictly made to all *Australian Design Rules & Australian Standards*
 - ▶ *Ratings & Masses* – Correct, and legal and suitable for the Owner's tow-vehicle
- ▶ The second major specific area of assistance is to ensure the Owner's RV is made to the exact requirements of the *Contract*.
- ▶ The third major specific area of assistance is to ensure the Owner's RV is designed and made in accordance with recognised engineering practices.
- ▶ The fourth major specific area of assistance is to ensure the Owner's RV is made to the expectation of high standards of *Quality*.