



# ADVANTAGE

News and Information for Red Dot Distributors

## 'tis The Season – To Get Busy

December is a short month, given the holidays, and traditionally a slow time. But if you do service work, there are ways to make December more productive:

### 1. Ban the warranty parts bin!

Make this the time when you start filing warranty claims online through the WD portal at [www.rdac.com](http://www.rdac.com). We turn your claim around with a credit within 30 days when you file electronically, as long as you accurately and completely file your claim—and to do it within 30 days of the date of the repair.

The online form requires you to



enter all the information we need to process the claim: hours, mileage, date of failure, vehicle type, part number, etc.

### 2. Take stock.

Talk to your field service techs about what they need to stay stocked and organized in the truck. Two kits can make a technician's life easier: the **AeroQuip E-Z Clip Starter Kit** (70R9903), with everything you need to create hose assemblies in the field; and our new **Electrical Assembly Kit** (79R3532), an assortment of connector bodies, receptacles, plug assemblies, housings, terminals, seals, and locks.

If you have a popular install during the busy season, have the guys weld up mount brackets or other pieces that your techs can't afford to run out of.

### 3. Promote yourself year round.

Don't wait for hot weather to tell customers about HVAC service. They should get their HVAC system checked at regular intervals, like whenever they change the engine oil. Refrigerant can leak or pick up moisture any time of year, leading to poor cooling performance.

Finally, as we end this year, I want to thank you for your continuing commitment to Red Dot. We're working hard to raise our level of service and make it easier to do business with us.

Next month, we'll introduce you to some of these changes, including a new set of promotional tools you can use to make 2007 a happy, prosperous year for your HVAC business.

—Robert Gardiner

## MARK IT ON YOUR CALENDAR

- **Holiday schedule:**  
Red Dot will be closed Dec. 25 through Jan. 1.
- Final shipping days for 2006: Dec. 22 out of Memphis and Seattle.
- JAN. 15: 2007 Red Dot Units and All-Makes Parts Catalog distribution begins.
- FEB. 1-3: Mobile Air Conditioning Society Annual Convention & Trade Show, Phoenix. [www.macs.org](http://www.macs.org) for details. See Red Dot at Booth #431.
- MARCH 15: Deadline to join Red Dot Opening Order program.

## OEM Watch

# Motor Coach Industries

This is the second in a series on specialty OEMs that use Red Dot product but whose dealer network may need support for HVAC service.



**HQ:** Schaumburg, Illinois

**Profile:** MCI—Motor Coach Industries—produces a complete line of coaches, including the big, plushy land yachts that ply the road to the airport, casino, or tourist areas. When they ascend the steps into the cabin area, passengers expect smooth sailing. For more information, visit [www.mcicoach.com](http://www.mcicoach.com).

**Red Dot Applications:** We produce two HVAC systems for MCI's E4500

and J4500 model coaches (the E4500 is MCI's high-end flagship and the J4500 is the best-selling coach in North America). The standard HVAC unit is the R-7170-OM, which heats, cools, and defrosts the driver area. The second unit is the R-7165-OP, an optional parcel rack evaporator and duct system on both sides of the vehicle to cool the passenger compartment.

## Contact Numbers

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All times are in the Pacific Time Zone