



THE NEXT FIVE YEARS: OPPORTUNITY FAVORS THE PREPARED

Our market has significant growth potential, but success will increasingly depend on building stronger dealerships, not simply selling more vehicles. Expanding road access, consumer adoption and new technologies create opportunities. Competition, changing import conditions & rising customer expectations bring challenges. **More Miles = More Market.** Turning opportunity into profitable growth requires preparation, discipline and better decisions.

AT A GLANCE

The Next Five Years. Our recent “Next Five Years” presentation explores market growth, expanding road access and opportunities for professional dealers.

Tariffs and Trade. New Federal reviews of Chinese golf car import duties could influence future pricing and competition.

Dealer Performance. Discover how benchmarking, operating discipline and Best Practice Groups can improve dealership profitability.

Principal Matters. Fred Griffith of Charlotte Golf Carts shares lessons on manufacturer relationships, customer obligations and building a durable dealership.

Market Development. Learn how tracking community adoption and documenting results can help expand Local Mobility.

Sponsor Education. Practical guidance on LSV insurance referrals, dealership management systems and reducing obsolete parts inventory.

Industry Innovation. New developments from Kawasaki, Lester Electrical and Cartin’ highlight evolving products and opportunities.

LSVDA Updates. Expanded plans for the 2027 PGA Show, dealer programs and exclusive Member Advantage offers.

DEALER INTEL | THE Q3 DEALER CONFIDENCE SURVEY IS NOW OPEN

LSVDA’s quarterly surveys track business conditions, dealer confidence and emerging market trends. Your confidential responses help create meaningful industry intelligence and provide valuable benchmarks for participating dealers. **It takes just two minutes.** Participating subscribing dealer members receive the completed **Q3 Dealer Confidence Report, a \$995 value, at no charge.**

TAKE THE 2-MINUTE SURVEY [HERE](#)

FROM OUR EXECUTIVE DIRECTOR

The Next 5 Years: More Miles. More Market. More Sales.

Fellow Dealers and Industry Partners:

At the 2026 GolfCarting Expo & Dealer Summit, I shared my outlook for the next five years and why I believe some of our industry's greatest growth opportunities are still ahead.



Mike Alexander,
LSVDA Executive
Director

Our industry serves three distinct markets, each with a different trajectory. Fleet golf remains the foundation, with relatively flat growth but significant secondary-market opportunities. Commercial utility and transportation should experience low-to-mid-single-digit growth, while consumer Local Mobility offers the greatest potential, with mid-to-high-single-digit growth.

The opportunity extends beyond selling more vehicles. It's about making them more useful, in more places, for more people.

More Miles = More Market.

Expanded road access increases vehicle utility, creates demand and grows the addressable market. But access must be earned and protected. Responsible safety practices, educated consumers and engaged dealers build the community confidence necessary for sustainable growth.

I also emphasized the importance of choosing manufacturer partners carefully. Financial stability, compliance, parts availability, warranty support and long-term commitment matter as much as product features and price.

My message to dealers: Focus on what you can control. Know your products, choose strong partners, own the customer experience and become a resource in your community.

The next five years offer tremendous opportunity. Professional dealers can help lead that growth.

I hope you find something in this issue worth using. Feel free to reach out for a [conversation](#).

Driving Forward, Mike Alexander Executive Director

Remember: Professional Dealer Membership begins at \$285 per location per year. Check it out [HERE](#).

WHAT MATTERS THIS MONTH

Federal Government Launches New Review of Chinese Golf Cart Tariffs

On October 1, 2026, the U.S. Department of Commerce initiated its first administrative reviews of antidumping and countervailing duties on Chinese low-speed personal transportation vehicles (LSPTVs). The reviews encompass hundreds of listed Chinese manufacturers and exporters and will examine trade activity following the 2025 tariff orders. **Importantly, this action does not change existing tariff rates.** However, the reviews could result in revised company-specific duties, potentially

affecting vehicle pricing, import costs, and competitive dynamics. Results are expected by August 31, 2027. Dealers should monitor developments closely, particularly those representing Chinese-manufactured brands. Here is a [LINK](#) for more information.

The takeaway: For dealers, the question is increasingly broader than product and margin. Parts availability, warranty support, financing, technical capability, compliance infrastructure and the financial strength to work through disruption should all be part of evaluating a supplier. Subscribing dealers received more information in our 42-page Dealer Insights Report which includes a due diligence list when considering taking on a new brand of vehicles. Valued at \$2,500, Professional, Growth and Leadership Dealer members and Sponsors can get this report FREE. Not a member? Join [HERE](#).

CPSC Proposes New Lithium-Ion Battery Safety Regulations for Some Micromobility Products

The Consumer Product Safety Commission (CPSC) is advancing proposed federal safety standards addressing lithium-ion batteries, chargers, and electrical systems used in micromobility products. The initiative primarily targets e-bikes and similar personal mobility devices and does not appear intended to regulate conventional golf cars, Personal Transportation Vehicles (PTVs), or Low-Speed Vehicles (LSVs). However, the potential implications for aftermarket batteries and related components warrant further examination.

LSVDA will monitor this rulemaking, evaluate any potential impact on dealers, manufacturers, and suppliers, and report significant developments as they become known. No immediate action by LSVDA members is anticipated.

LSVDA Dealer Performance Programs: The Next Competitive Advantage

Our Mid-Year Dealer Insights research revealed considerable differences in dealer performance. Some businesses reported strong growth while others struggled in the same market environment. Recent industry conversations reinforce an important conclusion: **How dealers manage their businesses may matter as much as the markets they serve.**

Increasingly, the discussion is shifting from vehicle sales alone to the performance of the entire dealership. New and used vehicle sales, parts and accessories, service, rentals, and finance-related products each represent opportunities to improve profitability. Inventory turns, technician productivity, gross margin management, asset utilization, and customer retention are becoming essential measures of dealer health.

But knowing what to measure is only the beginning. **The real opportunity comes from understanding how your performance compares with other successful dealers.** Without meaningful benchmarks, even experienced operators can overlook opportunities to improve margins, productivity, and overall profitability.

That's where Best Practice Groups can make a difference. Structured peer groups have proven valuable across many dealer-driven industries by bringing business owners together to compare performance, exchange operating insights, and identify opportunities for improvement. These groups offer something traditional training cannot: confidential discussions with other owners who understand the challenges of running a dealership and are willing to share what works.

As competition expands and dealer economics evolve, the ability to benchmark performance, exchange proven practices, and hold management accountable could become an increasingly important competitive advantage. **The dealers who learn from one another may be better positioned to outperform those who go it alone.**

Interested in improving your dealership's performance? LSVDA-sponsored Best Practice Groups provide an opportunity to learn from experienced industry peers. Contact BestPractice@WiseWolfConsulting.com to learn more.

DEALER INTELLIGENCE

Listening to Dealers: What America's Local Mobility Dealers Are Telling Us

We routinely talk to dealers and conduct interviews with top operators as part of our continuing research efforts. Each month, we strive to bring our readers a story with anecdotes and meaningful lessons you can use in our *Principal Matters* series.

These conversations reinforce a consistent message: the Local Mobility market continues to offer meaningful growth opportunities, but operating a profitable dealership is becoming more demanding.

Used vehicle economics are changing. Lower off-fleet acquisition prices create opportunities, but battery costs, refurbishment expenses, inventory turnover and declining residual values require disciplined buying decisions.

Stronger dealers are managing their businesses through **six distinct profit centers: New Vehicle Sales, Used/Reconditioned Vehicle Sales, Parts & Accessories, Service, Rental, and F&I & Customer Value-Add.** Each requires performance measures, financial accountability and operating discipline. Service capacity, technician productivity and customer retention are becoming particularly important.

Competition, changing import conditions and higher customer expectations are also influencing inventory and supplier decisions. Dealers increasingly evaluate manufacturers on parts availability, warranty support, technical assistance and long-term stability.

The takeaway: Market growth alone no longer guarantees success. The advantage increasingly belongs to dealers who understand their numbers, develop capable teams, manage inventory and cash carefully, and build lasting customer relationships.

PRINCIPAL MATTERS: WHAT TOP OPERATORS ARE DOING.

Interviews are conducted by Mike Alexander, Executive Director, LSVDA.

The Companies You Choose Help Shape the Business You Build – Principal Matters No. 05

Fred Griffith's experience at Charlotte Golf Carts shows why the brands a dealer chooses, the capabilities he builds and the risks he accepts ultimately become part of the dealership's reputation.

This month's Principal Matters conversation with Fred Griffith, President of Charlotte Golf Carts, started as a meet and greet and a discussion about LSVs. But Fred's backstory turned out to be more interesting. In just a few years, he went from buying a handful of golf cars for a rental operation to

running what he describes as essentially a car dealership. Along the way, he carried four import brands before making the decision to become a single-line E-Z-GO and Cushman dealer.

His experience offers a useful lesson for other principals. The vehicle may come from the manufacturer, but once it leaves your dealership, the customer belongs to you. So do many of the problems that come later.

Choose the Company Behind the Product

Fred entered the business during a period when new brands and products were appearing rapidly.

Charlotte Golf Carts initially carried four import brands. It gave the dealership products to sell and different price points to offer, but Fred eventually began experiencing the other side of the equation.

Parts became difficult to obtain for some products. Warranty support was inconsistent. Products and suppliers changed. Fred found himself unable to solve problems for customers who had bought vehicles from him. Some of those customers were friends and neighbors.



“I gotta look people in the eye now and say, sorry, I just can’t get parts.”

That experience changed how he thinks about a manufacturer relationship. Today, Fred points to warranty labor reimbursement, floorplan terms, dealer programs, parts support and the ability to work with an established organization as meaningful differences in his relationship with E-Z-GO and Cushman.

The larger lesson is not about domestic versus imported vehicles. It is about looking beyond the product and its initial margin when choosing a supplier. The dealer is also choosing the company that will need to support the vehicle several years from now.

Fred has become much more selective because he has already experienced what happens when that support is not there.

“I just can’t operate a business that way.”

Find Another Way to Compete on Price

Moving to fewer brands did not eliminate lower-priced competition. Instead of adding another line every time a new competitor appeared, Fred found another way to cover an important price point. Factory-certified pre-owned vehicles have become a useful part of the Charlotte Golf Carts product mix. Fred says a typical 2+2 factory refurb sells for about \$6,995. Seats, body, tires, wheels and roof are new, and the vehicle comes with warranty coverage.

Fred initially looked at refurbishing vehicles himself but concluded that the economics did not make sense.

“I learned quickly, I’m gonna have more money in it than E-Z-GO is going to have in it.”

Instead, he buys the factory refurbs and handles the normal PDI and sale. It gives Charlotte Golf Carts a recognized-brand product at an opening price point without tying up shop labor or adding another manufacturer relationship.

“It’s a good little niche market for me. It is my answer to the low, low, low Chinese cart.”

There is a useful operating lesson in that decision. A new competitive price point does not always require another brand. Sometimes the better answer is to find another way to use the brands, people and capabilities already inside the dealership.

Build Capabilities That Open More Doors

Fred’s automotive dealer license has become another competitive advantage. E-Z-GO now requires an automotive dealer license to sell its factory LSVs, and Fred is one of a relatively small number of dealers in North Carolina positioned to handle those transactions.

That is already creating additional opportunities. Other dealers and commercial organizations that cannot complete certain LSV transactions themselves are being directed to Charlotte Golf Carts.

Fred is also considering becoming a manufacturer through Charlotte Golf Cart Customs so the business can perform certain LSV conversions internally. What makes his approach interesting is not simply that he sees another revenue opportunity. He is spending as much time thinking about the risk as the revenue. Insurance, federal requirements, manufacturing responsibility and liability all factor into the decision. Fred is willing to accept reasonable business risk, but only after understanding what the dealership is taking on.

“The only way I’m going to do it is do it right, or I’m simply not going to do it.”

That discipline matters as dealerships become more sophisticated. Licensing, titling, compliance, insurance, service capability and other operating competencies may not be as visible as the vehicles on the showroom floor, but they can determine which business a dealer can pursue and which business is better left alone.

Fred put it plainly: “There’s not enough business out there that would jeopardize my life and my livelihood.”

Pay Attention to What the Market Is Telling You

Fred does not describe his move away from multiple import brands as luck, although he acknowledges that luck plays some role in any business. His concern started with the number of brands entering the market. He questioned how many the dealer channel could support and what would happen to parts and service if some of those companies disappeared. When tariffs added another layer of uncertainty, he decided the risk was increasing and began pushing E-Z-GO for an opportunity.

“There’s too many imports coming in daily. The market can only handle so much.”

The decision has worked well for Charlotte Golf Carts, but the lesson is not that every dealer should follow Fred into the same brand strategy. Different markets and manufacturers will produce different answers.

What Fred’s experience suggests is that principals should continually look beyond what is selling today. Who will support the installed base five years from now? How strong is the parts operation?

Who pays warranty labor? What happens to trade-in values? Does the manufacturer have the organization and financial strength to support its dealers through the next downturn or disruption? Those questions matter because the manufacturer may have built the vehicle, but the dealer is the one the customer will call.

Next Steps: Start / Stop / Keep

Start: Evaluating manufacturer relationships on parts, warranty support, dealer programs, product continuity and the company behind the vehicle, not simply price and initial margin.

Stop: Adding products or accepting revenue without considering the customer obligation and operating risk that comes with it.

Keep: Building licenses, systems, people and operating capabilities that allow the dealership to serve more customers without taking shortcuts.

How This Impacts the Value of Your Company

Fred’s experience points to an important distinction between a dealership that sells vehicles and one that is building a durable business.

Stable manufacturer relationships reduce the likelihood that unsupported products become future customer problems. A factory-certified pre-owned strategy can add gross profit and another price point without adding significant labor or another supplier. Licensing and operating capabilities can also open business that less-developed competitors cannot pursue.

There is value in knowing what not to do. Revenue that brings disproportionate warranty exposure, compliance risk, or future customer problems may not be as profitable as it first appears. For a future lender, investor, or buyer, those distinctions matter. A dealership with dependable supplier relationships, repeatable processes, multiple ways to serve the customer, and disciplined risk management is a different business from one dependent primarily on access to whatever product happens to be selling today.

Fred Griffith got into the business because he needed a few rental carts. In a relatively short period of time, his decisions have become less about finding more vehicles to sell and more about building the kind of dealership he wants to operate for the long term. That may be the most useful lesson from Charlotte Golf Carts.

MARKET DEVELOPMENT

Tracking Adoption and Impact: What Gets Measured Can Help Grow the Market

Getting Local Mobility approved is an accomplishment. Successful implementation is another. But the work shouldn’t stop there. Professional dealers should help communities document what happens next.

Start with a simple adoption scorecard. You don’t need sophisticated research. Track practical indicators: estimated golf car and LSV use, dealer sales into the community, participation at Local Mobility events, questions received, safety concerns, and changes in resident interest.

The objective isn’t to manufacture a success story. It’s to understand what is happening.

Keep records from the approval process, too. How many residents attended meetings? What questions were raised? How did the HOA board or local government vote? Those facts create a useful history when another community begins considering Local Mobility.

Then add pictures. Photograph community events, approved routes, signage and vehicles being used for everyday trips. Combine strong images with a few meaningful numbers. A simple before-and-after visual can often communicate more than a page of explanation.

Most importantly, share the results. Give HOA leaders and local officials periodic updates. Celebrate what's working and address problems early. With appropriate permission, share successful results with LSVDA and local media so other communities can learn from the experience.

The Southbay Yacht and Racquet Club project demonstrated why this matters. The approval process was built around documented road characteristics, traffic volumes, speeds and proposed operating conditions—not simply enthusiasm for golf cars.

That same discipline should continue after approval. Professional dealers don't just help create access. They help demonstrate that Local Mobility can be introduced responsibly.

Measure it. Document it. Share it. Then use what you've learned to help grow the next market.

SPONSOR EDUCATION

How Dealers Can Make LSV Insurance Part of a Better Buying Experience

Educational contribution developed with Adam Ruri, VP Partnerships, Comparion Insurance, a LSVDA Supplier Sponsor Member

The Insurance Question Dealers Should Be Ready to Answer. A customer is ready to purchase a low-speed vehicle, but asks a simple question: "What type of insurance do I need?"

Unfortunately, many dealerships don't have a consistent answer or a formal referral process. A salesperson might offer a business card from an insurance agent who may or may not understand LSV coverage.

The result? An uncertain customer, potential delays, and an opportunity to improve the buying experience.

A Simple Solution at the Point of Sale. Dealers can improve this experience by making insurance assistance part of their normal sales process.

That starts with three simple steps:

1. **Train your sales team.** Every salesperson should understand when insurance questions arise and how to connect customers with a licensed insurance professional.
2. **Make referrals easy.** Point-of-sale materials featuring a QR code allow customers to begin exploring coverage options without leaving the showroom.
3. **Build a reliable referral relationship.** Work with insurance professionals who understand golf carts, LSVs, and state-specific coverage requirements.

Better for Customers. Better for Dealers. Comparion's LSV Dealership Program connects customers with local licensed agents who can compare coverage options from multiple insurance carriers.

The program also offers dealership point-of-sale materials and a streamlined referral process. Participating dealers may qualify for referral bonuses, subject to applicable state laws and program requirements.

Insurance assistance shouldn't be an afterthought. A trained salesperson, a simple QR code, and a reliable referral process can help customers make informed decisions while keeping the sales process moving. It's a great way to improve customer satisfaction and improve dealership performance.

Learn more: Click this [LINK](#) to start the conversation. Or, reach out directly to Adam Ruri, Leader of Comparison National Partnerships at Adam.Ruri@comparisoninsurance.com

The Dealership Marriage: How to Make Your DMS Relationship Actually Work

Educational contribution developed with Justin Quinn, Product Manager, DX1, a LSVDA Platinum Sponsor Member

Choosing a dealer management system is a major commitment, but software alone cannot fix dealership processes that have never been clearly defined. When responsibilities, handoffs, or completion standards are unclear, problems show up quickly: promised accessories are missed, deposits lack detail, and vehicles reach delivery without being fully prepared.

Before selecting or configuring a DMS, walk through the dealership's everyday transactions. Follow a custom build, trade-in, service appointment, and delivery from start to finish. Ask who owns each step, what information must be captured, where it belongs, and what "complete" means.

After go-live, leadership still needs to define responsibilities and train employees on why each system step matters. When something goes wrong, start with the actual transaction. The cause may be unclear procedures, missing training, configuration, or a software limitation. Each requires a different solution.

One of the most useful tools is a simple operating manual. It does not need to document the entire dealership at once. Start with one recurring problem.

Choose the process. Follow a real transaction. Identify the broken handoff. Agree on the correct steps with the people doing the work, then document the process on one page. Include the owner, required information, DMS records, common exceptions, and a review date.

As products, staffing, and expectations change, review procedures regularly and update them with your team.

A good DMS can support consistency, but strong dealership processes make the system work. Clear ownership and practical documentation reduce rework, improve customer experiences, and make the business easier to manage.

Learn more: Click this [LINK](#) or reach out to DX1 at sales@dx1app.com

Dead on the Shelf: What Obsolete Parts Inventory Is Really Costing Your Dealership

Educational contribution developed with George Keen, Principal, Wise Wolf Consulting, a LSVDA Education Sponsor Member

Your parts department may be sitting on thousands of dollars in inventory that will never sell. Worse, that inventory continues to cost you money every year.

Parts that haven't sold in 12 months are generally considered obsolete. Industry benchmarks suggest less than 5% is excellent, while anything above 15% signals a problem. Some dealerships carry 25% or more.

The financial impact is significant. Using a conservative 25% annual carrying cost, \$100,000 in obsolete inventory costs approximately \$25,000 each year in tied-up capital, storage, insurance, and other expenses.

The solution starts with a simple monthly review. Run your dealer management system's last-sale-date report. Identify parts with no sales in six, twelve, and twenty-four months. Review manufacturer return programs, clear obsolete stock, and tighten purchasing practices.

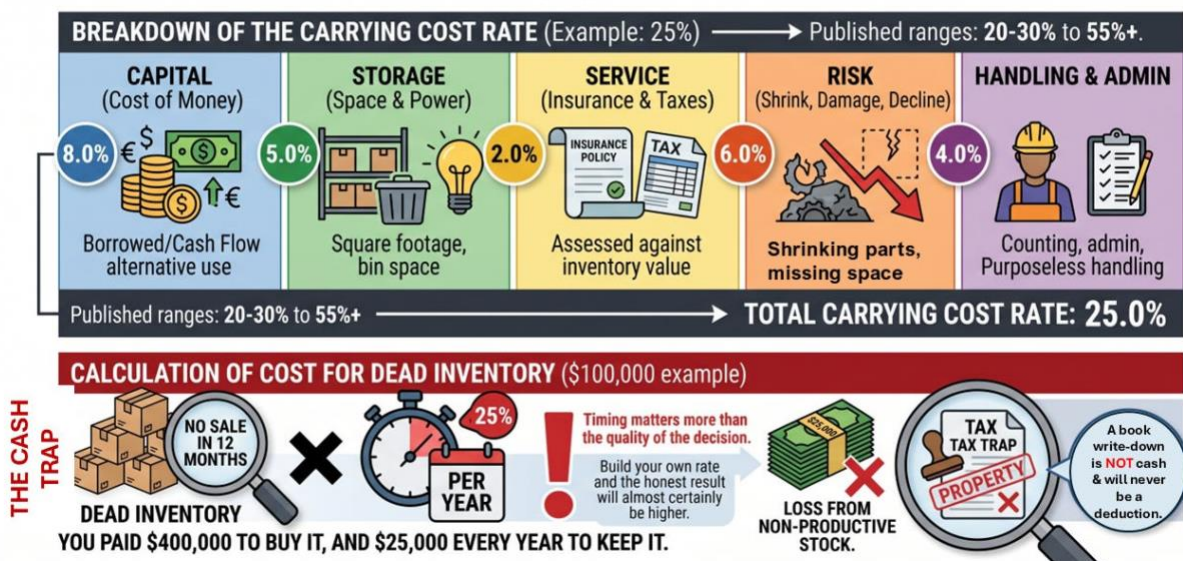
Pay particular attention to special orders, outdated reorder points, and inventory stored in service vehicles. These are common sources of hidden costs.

The Takeaway: Dead inventory doesn't just occupy shelf space. It consumes working capital, reduces profitability, and can lower your dealership's value.

Start this week. Run the report, identify your obsolete inventory, and assign responsibility for reducing it. Thirty minutes each month can make a measurable difference.

Learn more: Read the entire article [HERE](#) and reach out to George Keen, to learn more about LSVDA Best Practice Groups at george@wisewolfconsulting.com.

THE CARRYING COST CALCULATION: Breaking Down the Annual Expense of Owning Inventory THE COST TRAP: You Are Paying to Own Parts That Will Never Sell



What Dealers Can Do About the Technician Shortage

Educational contribution developed with Tony Schwarzman, Founder, Golf Cart Training Center, a LSVDA Education Sponsor Member

Ask a service manager what is holding the business back, and the answer often comes down to people. In LSVDA's Q2 2026 Dealer Confidence Report, 25% of participating dealers named staffing or technician availability as one of their top growth constraints. As more golf carts and LSVs move to lithium batteries and more complex electrical systems, finding techs who can service them safely and correctly is getting harder.

What this means for dealers: you probably can't hire your way out. The practical path is to build technicians, not just recruit them.

Start with structured training. Many shops still train by shadowing. That passes along habits, good and bad, and depends on who has time that day. A defined curriculum covering safety, electrical fundamentals, battery systems and diagnostics gives every new hire the same foundation and shortens the time to productive work.

Give them safe reps. A customer's lithium pack is not the place to learn by trial and error. Simulator practice lets newer techs work through diagnostic problems, make mistakes and build confidence before they touch a live system.

Set a standard. A certification standard defines what "qualified" means in your shop. It gives techs a clear goal, gives managers a consistent way to assign work, and gives customers a reason to trust your service department.

Keep the good ones. Training is also a retention tool. Techs who see a path to build skills, earn credentials and take on harder work are more likely to stay. Tie training milestones to recognition or pay steps so progress is visible.

Beyond Training: Measure Technician Productivity In LSVDA's dealer benchmarking research, 43% of participating dealers couldn't report technician productivity. That's a management opportunity worth addressing. In conversations with dealers, we repeatedly heard how training, measurable skills and consistent service processes can improve both technician performance and customer satisfaction.

As lithium adoption changes traditional maintenance requirements, dealers must also rethink service department economics. The opportunity isn't simply adding technicians. It's developing more capable technicians, measuring their performance and building a service operation that delivers greater value with every labor hour.

The practical takeaway: treat technician development as a system (onboarding, practice, a clear standard and a career path) rather than something that happens on the job when time allows. In a market where service is one of the few advantages new competitors can't easily copy, your techs are worth the investment.

Learn more: Golf Cart Training Center, operated by Canyon Lake Consulting, provides online training for golf cart and LSV technicians. The basics course and simulator are free. Learn more [HERE](#).

SPONSOR HIGHLIGHT

CARTIN' Adventure, Access and More Reasons to Drive

This highlight developed with Winston McDavid, cofounder of the Cartin' app, a LSVDA Supplier Sponsor Member

Adventure is one of the strongest reasons we drive. I still remember riding in my buddy's go-cart as a kid. It felt like we were going 50 mph. It was probably closer to 10. Wind in our hair, streets and fields ahead—we felt unstoppable.

That feeling stays with us. And it's part of what makes Local Mobility different.

When I undertook a project to build a LSV from a 2011 off course trade-in, I quickly discovered a problem: I didn't know where I could legally drive it. Apple Maps, Google Maps and Waze didn't provide an answer.

That problem led to Cartin'.

Launched on iOS in 2025, Cartin' was built to help LSV owners navigate routes appropriate for their vehicles. With Android and Android Auto being added, we're expanding that capability to more drivers.

But navigation is only the beginning.

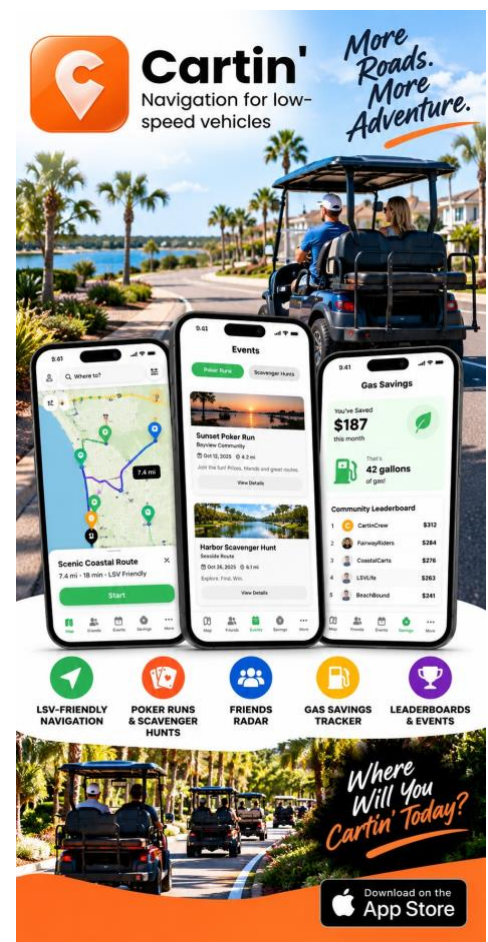
Cartin' includes Poker Runs, Scavenger Hunts, Friends Radar, Gas Savings and a Gas Savings Leaderboard; all designed to give owners more reasons to get out and drive.

For dealers, that creates an opportunity. Dealers can host Poker Runs and Scavenger Hunts, bring customers together, encourage repeat visits and introduce more people to the Local Mobility lifestyle. Done well, an LSV becomes more than transportation. It becomes part of a community.

That's ultimately why we created Cartin': help people discover where they can go, give them more reasons to drive and bring some of that childhood sense of adventure back to the road.

Cartin' offers another way to deliver white-glove service after the sale. Help customers discover new routes, organize events and bring owners together. More engagement can strengthen relationships, generate referrals, create accessory and service opportunities, and ultimately help sell more vehicles.

Cartin'. For the lifestyle.



LSVDA UPDATE

LSVDA Planning Expanded Presence at the 2027 PGA Show

Big plans are taking shape for LSVDA at the 2027 PGA Show in Orlando!

Building on growing industry engagement, LSVDA is planning a significantly expanded presence at the show, creating more opportunities to connect dealers, manufacturers, suppliers and industry leaders.

Plans under development include “Member Perks”, a larger exhibit space, a media event, an LSVDA Board meeting and a member meeting focused on the opportunities ahead.

Dealer networking will also take center stage, with LSVDA Dealer Performance programming designed to help dealers strengthen operations, improve profitability and prepare for the changing market.

Another highlight being developed is a State of the Industry session, led by LSVDA’s Executive Director, featuring our board and industry experts discussing market conditions, emerging trends and the future of Local Mobility.



Details are still being finalized, but one thing is clear: LSVDA is preparing for a bigger presence and a stronger industry voice in 2027.

New Survey Available: Your Business. Your Outlook. Your Voice.

How is your dealership performing? Are sales improving? Is pricing pressure affecting profitability? What do you expect in the months ahead?

LSVDA is launching its **Q3 2026 Dealer Confidence Survey**, and we want to hear from you.

Our first-quarter survey established a baseline for dealer confidence, while second-quarter results revealed modest shifts in business conditions and expectations. Now, with our third quarterly survey, we’re beginning to identify meaningful trends, distinguish short-term changes from longer-term patterns, and build a clearer picture of the Local Mobility market.

Why participate? Because understanding how your business compares with the broader market helps you make better decisions. Your input also strengthens the industry’s understanding of the challenges and opportunities facing dealers.

The survey takes just **2 minutes**, and responses are confidential.

Participating LSVDA subscribing dealer members who complete this survey receive the completed **Q3 Dealer Confidence Report**, a **\$995 value**, at **no charge**.

Make your voice count.

TAKE THE 2-MINUTE SURVEY [HERE](#)

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THE LSVDA DEALER GROWTH PATH

Not every dealership is at the same point in its journey, so we built four membership levels designed to reflect where dealers are today and where they want to go. Employee counts are guidelines and refer to employees dedicated to the dealership's Local Mobility business.

COMMUNITY | COMPLIMENTARY

New businesses exploring the market or dealerships with fewer than two employees.

You'll get this newsletter so you can stay connected to LSVDA and the broader Local Mobility industry. Complete LSVDA surveys to score a copy of reports.

PROFESSIONAL | \$285 PER LOCATION

This level is recommended for established dealerships with approximately 2–7 employees dedicated to Local Mobility. Designed for dealers serious about building a well-run, respected dealership and improving customer service, operations and long-term performance. This level is also appropriate for satellite locations of Growth and Leadership members.

GROWTH | \$1,295 PER LOCATION

Typical members are established dealerships with approximately 8–24 employees dedicated to Local Mobility. Designed for dealers focused on expansion, stronger management, team development, better systems and long-term profitability.

LEADERSHIP | \$2,495 PER LOCATION

This level is recommended for larger dealer organizations and multi-store locations with approximately 25 or more employees at the main location dedicated to Local Mobility. Designed for larger organizations that want deeper involvement in panels, pilots, committees, Principal Matters and other opportunities to help shape the direction of the industry.

The question is not simply where your dealership is today. It is where you want to take it.

SPONSOR NEWS

News From the Companies Supporting LSVDA

LSVDA Sponsor Members help make our dealer research, education, market development and industry work possible. This section highlights news, products, programs and other developments from companies investing in LSVDA and the dealer community.

Kawasaki Recently Introduced a New PTV.

Kawasaki unveiled its newest Personal Transportation Vehicle (PTV) at the GolfCarting Expo & Dealer Summit, October 1–3, 2026. Dealers received their first look at the new model at booth 806, alongside the Kawasaki NAV® 4e.

The introduction came just one year after Kawasaki entered the electric four-wheel PTV market, signaling continued investment in the category and expansion of its dealer network.

Kawasaki's NAV® vehicles are designed and manufactured in Lincoln, Nebraska, at its nearly 1.3-million-square-foot facility.

Why it matters: Kawasaki's recent PTV introduction reinforced its commitment to the U.S. market, giving dealers another established manufacturer to consider as competition evolves.

Kawasaki, an LSVDA Platinum Sponsor, continues to welcome dealer inquiries. Learn more or apply to become a dealer [HERE](#).

Lester Electrical Launches Ascendrix™ Charging Platform

Lester Electrical has introduced **Ascendrix™**, a new U.S.-engineered and assembled charging platform designed for golf cars, personal transportation vehicles and low-speed vehicles. The initial 650-watt models support 24-, 36- and 48-volt systems and multiple battery chemistries, including flooded lead-acid, AGM, gel and lithium.

For dealers and service organizations, the more significant story may be what happens after the vehicle is sold. Ascendrix incorporates CAN communication, battery management system integration and BMS wake functionality. An integrated USB Type-C port allows technicians to perform diagnostics and install charger software updates in the field. The platform is also designed to give OEMs a common charging architecture that can be used across multiple vehicle and battery configurations.

***“Manufacturers are supporting more battery options and more electronics, while dealers and fleets expect equipment to be easier to service,”
said Spencer Stock, president and CEO of Lester Electrical.***

The platform includes expansion options, EVSE compatibility and a 48-month warranty backed by Lester Electrical's Nebraska-based engineering and support teams.

Why it matters: As vehicles incorporate more electronics and battery options, common platforms and field-service capabilities could help reduce complexity for manufacturers, dealers and fleet technicians. Initial Ascendrix models are now available to OEMs for evaluation.

MEMBER ADVANTAGE

Exclusive opportunities for LSVDA Premium Members

LSVDA is expanding how we deliver measurable value to dealer members. Beyond education and advocacy, we are working with select sponsors to create targeted opportunities that improve dealership performance and employee retention, reduce cost, and strengthen operations.

This section highlights curated offers designed specifically for professional dealers. These are not generic discounts. They are practical tools to help you operate more effectively and protect margin in a more competitive market.



Golf Cart Training Center (Educational Sponsor)

Better-Trained Technicians. Stronger Service Profits.

Finding and developing skilled technicians is one of the industry's biggest challenges. Golf Cart Training Center offers online technical training, skills assessments, and interactive simulations designed to improve technician competency and dealership service performance.

Exclusive LSVDA Member Benefit: Save **10% on all training plans for your first 12 months**, including individual technician, shop, and dealer group subscriptions.

Why this matters: Better-trained technicians can mean fewer repeat repairs, faster service, improved customer satisfaction, and stronger service profitability.

Dealer takeaway: Whether you're training new hires or developing experienced technicians, this is a practical way to build a stronger service department.

Action: Claim Your Exclusive 10% LSVDA Discount [HERE](#).

LSVDA may earn a commission on purchases made through this link.



Comparison Insurance Agency (Supplier Sponsor)

Helping Your Customers Find the Right LSV Insurance. Without Slowing Down the Sale.

Your customers are buying golf carts, neighborhood electric vehicles, and street-legal LSVs. But finding the right insurance can be confusing and time-consuming.

Comparison Insurance Agency, a Liberty Mutual company, offers the LSV Dealership Program, connecting your customers with local, licensed insurance agents who understand golf car and LSV coverage requirements. Agents compare options from multiple insurance carriers to help customers find coverage suited to their vehicle, intended use, and state requirements.

LSVDA Member Advantage: Participating dealers can connect customers with a dedicated local insurance agent at no cost to the dealership or customer. Dealers may also qualify for referral bonuses, subject to program eligibility and applicable state laws.

Point-of-Sale Support: Comparison provides dealership display materials featuring a scannable QR code, allowing customers to start the insurance process right from the showroom. It's a simple way to connect buyers with insurance assistance without slowing down the sale.

Why this matters: Insurance questions can delay a sale or create uncertainty for buyers. Comparison handles the insurance conversation while your sales team stays focused on selling vehicles.

Dealer takeaway: Improve the customer experience, simplify insurance referrals, and potentially generate additional referral income, all with minimal effort from your sales team.

Action: Interested in bringing the Comparison LSV Dealership Program to your dealership? **Click this [LINK](#) to start the conversation.** Or, reach out directly to Adam Ruri, Leader of Comparison National Partnerships at Adam.Ruri@comparisoninsurance.com

Program availability varies by state. Not available in AK, CA, GA, LA, MA, MI, or SD. Coverage and eligibility are subject to underwriting requirements and applicable policy terms. Referral bonuses are subject to program rules and state law.

See More Information About This New Program on Page 20

LIGHTSPEED Lightspeed DMS (Platinum Sponsor)

You're Leaving Money on Every Deal. Here's the Fix.

Disconnected systems drain revenue from every sale. [Lightspeed DMS](#) [dealer management software] gives LSVDA members one connected system to maximize accessories, service, parts, and margins on every deal built for how golf car dealers actually operate.

Get started for \$0 upfront + up to 6 months FREE. Claim Your LSVDA Exclusive Offer [HERE](#).



National Powersport Auctions (Platinum Sponsor) **Inventory Access + Buyer Fee Credit**

LSVDA Members receive a complimentary one-year NPA membership along with up to \$300 in buyer fee credits on their first purchase.

Why this matters: As pre-owned inventory stabilizes, access to transparent, well-documented units becomes a margin lever. NPA helps dealers source efficiently while reducing acquisition risk.

Dealer takeaway: If you are rebuilding your pre-owned strategy in 2026, this is a low-risk way to expand sourcing options.

Action: To get started contact NPA Dealer Registration at 888.292.5339 x923302 | visit npauctions.com/Register-golfcar.aspx [HERE](#) or email | dealer-reg@npauctions.com



Christensen Group (Platinum Sponsor) **Free Insurance Profile Review + Risk Consultation**

LSVDA Members can access a complimentary Insurance Profile Review and consultation through Christensen Group's LSV Shield™ platform, designed specifically for LSV and golf car dealers and fleet operators.

Why this matters: As dealers expand into street-legal rental fleet, and commercial applications, insurance complexity and exposure are increasing. Most policies were not built for how this industry operates, potentially creating gaps in coverage, cost inefficiencies and limits revenue growth opportunities.

Dealer takeaway: If you have not reviewed your coverage in the past 12–18 months, you are likely carrying risk or overpaying for misaligned protection.

Action: Learn more or request your review [HERE](#) or contact Brandon Schuh at BSchuh@christensengroup.com



Daybright Financial (Supplier Sponsor) Free Workforce Assessment + Benefits Review

LSVDA Members can access a complimentary workforce assessment and employee benefits review through Daybright Financial, focused on **improving team stability, employee retention**, and internal operations.

Why this matters: As dealerships grow, performance is increasingly tied to workforce consistency. LSVDA's **Q1 report lists Staffing Issues as the number three cause limiting growth**. Confusion around benefits, administrative friction, and unclear employee value can lead to turnover, lost productivity, and hidden costs that impact profitability.

Dealer takeaway: If you are experiencing turnover, hiring challenges, or spending too much time on HR-related issues, there is opportunity to strengthen your operation and reduce friction.

Action: Review Daybright Financials' [WEBSITE](#) and contact Murat Tokat at mtokat@usenrollments.com or (813) 610-1336 to request your assessment.

Looking Ahead

We will continue expanding Member Advantage with additional sponsor-supported programs focused on:

- Service profitability and absorption
- Inventory and sourcing efficiency
- Digital retailing and lead conversion
- Compliance, safety, and risk reduction
- Executive coaching and team dynamics

When you have a choice, we encourage you to consider the companies that support LSVDA and our work on behalf of dealers.

Support the Sponsors Who Support LSVDA.

DRIVING FORWARD

Better Information. Better Decisions. Stronger Dealerships.

There is plenty of opportunity ahead in Local Mobility, but opportunity alone does not build a strong dealership. The quality of the decisions we make does.

Which inventory should you carry? Which suppliers should you trust? Where should you invest? How much service capacity do you need? What is changing in your local market? What risks should you understand before they become expensive?

Those are the kinds of questions we want LSVDA to help dealers answer.

Driving Forward will remain free because the entire industry benefits when dealers are better informed.

Our Dealer Briefs, research, Best Practice programs and member intelligence go deeper for dealers who want more.

ONE GOOD DECISION CAN PAY FOR MEMBERSHIP

Professional Dealer Membership begins at \$285 per location annually, or less than \$24 per month. One better inventory decision, one useful idea from another dealer, one regulatory issue caught early or one improvement in service can easily be worth more than the annual cost of membership. That is the value proposition.

[BUILD A BETTER DEALERSHIP.](#)

Professional | \$285

Growth | \$1,295

Leadership | \$2,495

LSVDA.com

Driving Forward. Advancing Local Mobility.

Sponsor Advertising

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READY WHEN YOU ARE.

ASCENDRIX™
SWITCH MODE BATTERY CHARGER

*Designed and Assembled in
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YOUR ASCENDRIX

www.lesterelectrical.com
sales@lesterelectrical.com

LESTER

The image shows a white, rectangular Ascendrix Switch Mode Battery Charger with three black knobs on top. It is positioned on a grassy field with a golf course in the background, including a red flag on a green and trees under a sunset sky. The charger has the Ascendrix logo and 'SWITCH MODE BATTERY CHARGER' printed on its front. A dark blue box in the bottom left corner contains a QR code, contact information for Lester Electrical, and the Lester logo.

COMPARION ADVANTAGE

LSV Dealership Program



Insurance guidance built for the low-speed vehicle buyer.

Your customers are buying golf carts, neighborhood electric vehicles, and street-legal LSVs — but most of them don't know what insurance they need, and most carriers don't make it easy to find out. Comparion Insurance Agency gives your customers a direct connection to a local licensed agent who understands LSV coverage, shops multiple carriers for the right fit, and makes the process fast and simple. No disruption to your sales floor. No confusion for your buyer. Come experience the Comparion advantage today.

For your customer:

- Expert guidance on LSV and golf cart insurance coverage requirements
- Multi-carrier shopping to find the right coverage at the right price
- Fast, easy, and free — no cost to you or your customer

Why Comparion?



Choice

We shop options from multiple carriers to match your customer's vehicle, usage, and state requirements — not a one-size-fits-all policy.



Connection

Our local agents get to know your customers and their vehicles so they can recommend coverage that actually fits how they ride.



Trust

We specialize in helping people navigate insurance. Your customers get expert guidance through LSV coverage requirements, so nothing falls through the cracks.



Benefits

for you

for customers

Doesn't hinder your sales process.



Fast response time.



A local agent in your community.



Easy enrollment process.



Referral bonus eligibility.



Adam Ruri

VP, Head of National Partnerships

Adam.Ruri@comparioninsurance.com

Questions about the LSV Dealership Program? Reach out.

Local agents. **Expert advice.**

Program available except where prohibited by state law. Not available in AK, CA, GA, LA, MA, MI, or SD. ©2026 Comparion Insurance Agency, a Liberty Mutual Company, 175 Berkeley Street, Boston, MA 02116. The materials herein are for informational purposes only. All statements made are subject to the applicable insurance policy's terms, conditions, exclusions, and limitations. Availability, coverages, and features may vary by state. Eligibility is subject to meeting applicable underwriting criteria. Learn more about our privacy policy at comparioninsurance.com/privacy-policy.

auto | home | renters | umbrella | motorcycle | condo | watercraft

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LSVDA MEMBER EXCLUSIVE BENEFIT



Stop Making Every Hard Decision *Alone.*

EXCLUSIVELY FOR
LSVDA MEMBERS
SUBSCRIBING MEMBERS ONLY

Join a confidential peer group of high-performing golf car dealers — benchmark your numbers, exchange proven strategies, and build the informal board of directors your dealership deserves.

The Dealer Best Practices Groups for LSVDA Members, facilitated by Wise Wolf Consulting, bring together 10–12 non-competing dealers in a structured, NDA-protected environment built around the three operating engines that determine dealership profitability. Most members report receiving at least **10× the value** of their monthly investment — often from a single idea shared at one meeting.

THE THREE OPERATING ENGINES

- **Sales Management** — Higher close rates, improved margin discipline, predictable pipeline health
- **Service Management** — Stronger labor margins, better technician retention, increased fixed-ops absorption
- **Rental & Fleet Management** — Smoother cash flow, higher utilization, increased customer lifetime value

"Joining a best practice group has been the single most value-added decision of my career. The members have become my informal board of directors, my sounding board, and my friends. They provide perspective, accountability, and moral support — giving me greater confidence in the day-to-day decisions business leaders are typically expected to make on their own."

— CEO, Jeffrey Allen Inc. | Best Practices Group Member

10×
REPORTED
VALUE
RETURN

**10–
12**
NON-
COMPETING
DEALERS
PER GROUP

3
OPERATING
ENGINES

CHOOSE YOUR FORMAT

IN-PERSON GROUP

Full-two-day meetings each year (Spring & Fall) at rotating locations — dealer updates, financial reviews, gap analysis, and accountability commitments. Ideal for deep, face-to-face collaboration.

ONLINE ZOOM GROUP

Two-hour sessions every month — same benchmarking, structure, and peer collaboration without the travel. Ideal for dealers who want consistent monthly engagement.

INVESTMENT

\$335
per month - 1-year
commitment

Includes all facilitated meetings, regular financial composites, gap analysis, and all group tools & templates

All groups are geographically protected — no two members share a trading area. Financial data shared under NDA. Groups launch once 5–6 dealers confirm. Priority given by sign-up order. **Spots are limited.**

Ready to Join?

Contact George Keen at Wise Wolf Consulting to verify eligibility and schedule your introductory call.

BestPractice@WiseWolfConsulting.com

www.WiseWolfConsulting.com

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