



# Zion

2018 OWNER'S MANUAL



ERWIN HYMER GROUP  
NORTH AMERICA  
*the leisure experience*

[www.erwinhymergroupna.com](http://www.erwinhymergroupna.com)

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## Introduction to Your Zion

Congratulations on the purchase of your Roadtrek and welcome to the Erwin Hymer Group NA family. The information included in this manual is meant to help and guide you through the use of your vehicle so that you know how to properly use the many functions your Roadtrek has to offer.

Please keep this manual in your vehicle as a reference for when you are travelling. If you have any questions or comments on information found in this document, please contact us at **manuals@erwinhymergroupna.com**.

### Disclaimer

This owner's manual was created to help owners with general use, maintenance and care of their RV. Erwin Hymer Group NA conducts ongoing product development and uses photos from multiple brands and vehicles to create these instructions. The included images may not reflect exact makes and/or models however, the information remains relevant and useful. These instructions are provided as general guidelines only, as certain add-ons or customization to an RV may change the manner these operations are performed.

### Copyright

Erwin Hymer Group North America, Inc. (hereby known as Erwin Hymer Group NA) reserves the right to make changes at any time, without notice in colors, materials, equipment, specifications and models. The information contained in this manual is intended as a guide only, as continuous improvements are ongoing. Please visit <http://www.roadtrek.com/support-contact/#section-manuals/> for the most up to date manuals available.

**Some motorhomes may be shown with equipment that is optional. Accessories shown in any photographs may not be included.**

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## References

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## Do's and Don'ts

### Symbol Legend



**Information:** Useful information and knowledge.



**Warning:** Not following this instruction may lead to negative results.



**Caution:** You should follow this instruction.



**Danger:** Do NOT perform this action. Doing so may result in injury, severe damage, or death.

### Regulatory Warnings

| LEVEL | ITEM           | INSTRUCTION                                                                                                                                                                                                                                                                                                                                                      |
|-------|----------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|       | <b>Danger</b>  | Do not place propane cylinders inside the vehicle. <ul style="list-style-type: none"> <li>• Propane cylinders are equipped with safety devices that relieve excessive pressure by discharging propane to the atmosphere.</li> <li>• Propane gas is highly flammable. This action can lead to fire or explosion and result in death or serious injury.</li> </ul> |
|       | <b>Warning</b> | Do not use gas cooking appliances for comfort heating. <ul style="list-style-type: none"> <li>• Can lead to carbon monoxide poisoning, which can lead to death or serious injury.</li> </ul>                                                                                                                                                                     |
|       | <b>Warning</b> | Gas cooking appliances need fresh air for safe operation. <ul style="list-style-type: none"> <li>• Open vents or windows slightly or turn on exhaust fan prior to using cooking appliance.</li> <li>• Gas flames consume oxygen, which should be replaced to ensure proper operation.</li> <li>• Improper use can result in death or serious injury.</li> </ul>  |
|       | <b>Warning</b> | Do not fill propane containers to more than 80% of their capacity. <ul style="list-style-type: none"> <li>• A properly filled container contains approximately 80 percent of its volume as liquid propane.</li> </ul>                                                                                                                                            |

|                                                                                   |               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|-----------------------------------------------------------------------------------|---------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                   |               | <ul style="list-style-type: none"> <li>• Overfilling propane container(s) can result in uncontrolled propane flow, which could lead to a fire or explosion and result in death or serious injury.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                              |
|  | <b>Danger</b> | <p>If you smell propane:</p> <ol style="list-style-type: none"> <li>1. Extinguish any open flames and all smoking materials.</li> <li>2. Shut off propane supply at the container valve(s) or propane supply connection.</li> <li>3. Do not touch electrical switches.</li> <li>4. Open doors and other ventilating openings.</li> <li>5. Leave the area until the odor clears.</li> <li>6. Have the propane system checked and leakage source corrected before using again.</li> <li>7. Ignition of flammable vapors could lead to a fire or explosion and result in death or serious injury.</li> </ol> |
|  | <b>Danger</b> | <p>Vehicles and equipment powered by internal combustion engines and placed in recreational vehicles can cause carbon monoxide poisoning or asphyxiation, which could result in death or serious injury.</p> <ul style="list-style-type: none"> <li>• Do not store, transport, or dispense fuel inside this vehicle.</li> </ul>                                                                                                                                                                                                                                                                           |

## Information, Cautions and Warnings

| LEVEL                                                                               | ITEM              | COMMENT                                                                                                                                                                                                                                      |
|-------------------------------------------------------------------------------------|-------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|    | <b>Seat Belts</b> | Use only forward facing seats equipped with factory installed seat belts while the vehicle is in motion. All passengers must be seated in these seats only, with the seat belts fastened while the vehicle is in motion.                     |
|    | <b>TV</b>         | Turn the TV off and stow it while the vehicle is in motion.                                                                                                                                                                                  |
|   | <b>TV</b>         | The flat screen TV should not be stored inside the Roadtrek in cold temperatures. Remove it to reduce the chance of damage from the cold. Check the Owner's Manual for the TV for storage and operating temperatures.                        |
|  | <b>TV</b>         | To remove the TV, release the bracket on the back of the TV mounting bracket and remove the RCA cables, power supply cable and antenna cable.                                                                                                |
|  | <b>Propane</b>    | Do not store propane tanks inside your vehicle. Propane tanks are equipped with safety devices which relieve excessive pressure by discharging gas to the atmosphere.                                                                        |
|  | <b>Propane</b>    | Do not refuel the propane tank to more than 80% of its capacity.                                                                                                                                                                             |
|  | <b>Propane</b>    | The propane tank valve must be closed and all pilot lights, appliances and their igniters must be turned off during refueling of the motor fuel tank and/or the propane fuel tank. Only qualified personnel should refuel your propane tank. |
|  | <b>Propane</b>    | Purchase propane from a reputable propane facility. Contaminated propane is a common cause of system failure and is not covered under any warranty.                                                                                          |

|                                                                                     |                                      |                                                                                                                                                                                                                                                                                                                                                                                                                      |
|-------------------------------------------------------------------------------------|--------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|    | <b>Propane</b>                       | The BBQ quick disconnect is regulated to 10 P.S.I. Please ensure that all devices connected to this are either rated for high "pressure" or have their own regulator. Many grills sold in the United States are "low pressure" (1/2 P.S.I.) and will require an additional regulator to step the pressure down to a useable level. If hooked directly to the BBQ quick disconnect they will be a severe fire hazard. |
|    | <b>Propane Leak Detector</b>         | Do not block the air circulation in the area where the Propane Leak Detector is located.                                                                                                                                                                                                                                                                                                                             |
|    | <b>Propane Leak Detector</b>         | Battery disconnect switch must be in the "ON" position for the propane detector to function.                                                                                                                                                                                                                                                                                                                         |
|    | <b>Flammable Liquids and Gasses</b>  | Do not store gasoline or other flammable liquids inside your vehicle.                                                                                                                                                                                                                                                                                                                                                |
|    | <b>Heating</b>                       | Never use cooking appliances or unvented propane heaters for space heating purposes. They need fresh air for safe operation.                                                                                                                                                                                                                                                                                         |
|    | <b>Heating</b>                       | The heating furnace provides its own outside combustion air and exhausts to the outside.                                                                                                                                                                                                                                                                                                                             |
|    | <b>Heating</b>                       | Portable fuel burning equipment, including wood, charcoal, and liquid fuel grills and stoves, should not be used inside your vehicle. Use of this type of equipment inside your vehicle may cause a fire or asphyxiation.                                                                                                                                                                                            |
|    | <b>Carbon Monoxide Leak Detector</b> | Do not block the air circulation in the area where the Carbon Monoxide Leak Detector is located.                                                                                                                                                                                                                                                                                                                     |
|    | <b>Carbon Monoxide Leak Detector</b> | Battery disconnect switch must be in the "ON" position for the Carbon Monoxide Leak Detector to function.                                                                                                                                                                                                                                                                                                            |
|   | <b>110 V Electrical Servicing</b>    | Prior to servicing any 110 V, unplug the output lead from the power inverter.                                                                                                                                                                                                                                                                                                                                        |
|  | <b>Exterior Access Doors</b>         | Ensure the shore power cord and city water supply lines are disconnected and in their stored positions before the vehicle is put in motion.                                                                                                                                                                                                                                                                          |
|  | <b>Awning</b>                        | Close the sliding side door prior to opening or closing the awning.                                                                                                                                                                                                                                                                                                                                                  |
|  | <b>Dining Table</b>                  | When storing the dining table, secure in place using the snap-on strap.                                                                                                                                                                                                                                                                                                                                              |
|  | <b>Extra Counter Space</b>           | Make sure the stove is off and has cooled prior to lowering the stove cover.                                                                                                                                                                                                                                                                                                                                         |
|  | <b>Battery</b>                       | Battery acid can burn your skin and damage clothing. Protective eye wear and gloves should be worn while handling batteries. Effective June 2010 all Erwin Hymer Group NA installed batteries are sealed AGM batteries that do not require the addition of water.                                                                                                                                                    |

|                                                                                   |                                               |                                                                                                                                                                                                                  |
|-----------------------------------------------------------------------------------|-----------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | <b>Battery</b>                                | Disconnect the inverter/charger prior to disconnecting the auxiliary battery.                                                                                                                                    |
|  | <b>Generator</b>                              | The Roadtrek is supplied with an AC generator located underneath the engine. Never submerge the generator. Use a spotter when launching a boat or crossing streams.                                              |
|  | <b>Waste Water Storage and Dumping System</b> | Close the gray water gate valve before using the waste water system.                                                                                                                                             |
|  | <b>Freezing</b>                               | Under moderate subfreezing conditions, antifreeze is required in the exterior fresh water tank, toilet cassette and gray waste water tank. Use RV antifreeze in accordance with the manufacturer's instructions. |
|  | <b>Electrical Servicing</b>                   | This unit has a 12VDC, 110VAC and potentially 36 volt solar system. These systems need to be disconnected before working on them.                                                                                |

## Before You Head Out

Your new Roadtrek is ready to go with just a little bit of preparation. To prepare for your first trip, you should:

- Read this manual.
- Contact your dealer with any questions.
- Plan your trip.

Then use this quick checklist:

- The day before your trip:
  - Charge your batteries by plugging in overnight.
  - Cool your refrigerator by turning it on.
  - Chill any beverages in your home refrigerator.
  - Fill your fresh water tank with clean tap water.
- The day of the trip:
  - Load the refrigerator with cold food (from your home refrigerator).

## Coming Home

When you come home, there are a few maintenance tasks you should do to get your Roadtrek ready to go for next time. Refer to other sections in this manual for the procedures listed here.

- On your way home, dump the gray tank and toilet cassette at a convenient facility. See the HOWTO: Waste Water Dumping section for a concise description of the procedure to do this. Some RV parks and gas stations will let you dump for a fee, some city wastewater plants will let you dump for free but there is no real pattern, so local knowledge is vital in locating dump stations. The website <http://www.sanidumps.com> is a good resource. The maps for each state and province are

**Especially helpful:** <http://www.sanidumps.com/maps/help.php>

- At home, flush the water tank and fill it with fresh chlorinated water if you will be using it in the next few days. Otherwise, drain the tank. Don't let water you are planning to use sit in your tank for more than a week or so, and don't let any water sit in your tank for more than two weeks, whether you plan on using it or not. Over time, the chlorine goes away and the microbes come out to play.
- To flush the tank, fill it using the fill port in the driver's side rear panel and open the fresh water tank drain under the tank at the rear of the Roadtrek.
- Plug in overnight to fully charge batteries.
- Turn off and clean out the refrigerator and prop the door open to let it air out.
- Turn off two important switches on your monitor panel to keep from draining your batteries:
  - The battery disconnect switch.
  - The inverter switch.
- If you turn everything off and you have solar panels, the panels will keep your coach batteries topped up while your Roadtrek is parked. If you don't have solar panels, it would be prudent to check your coach battery state of charge every month or so and charge them if necessary. If you don't turn everything off, even with solar panels, you will probably come back to dead batteries.

## Interior Living Space

### Cabinets

Your Roadtrek is equipped with cabinet latches which prevent the door from opening while the vehicle is in motion. The pushbuttons on the cabinet latches toggle from latched (button in) to openable (button out) by pressing the button. (Pictures 13.1, 13.2)

To open a cabinet, press the button to pop the latch, pull gently on the latch, and the cabinet door will open.

To close a cabinet, make sure the latch is still open (button out), then close the door. Once the cabinet door is closed, press the latch button in to lock the cabinet.



**Do not attempt to close the cabinet doors while the latch button is pressed in. This will break the latch. Always make sure the button is out before attempting to close a cabinet door.**



It is not recommended to keep large, round, and/or heavy objects in a cabinet unsecured as they may roll around and apply excessive pressure to the inside of the cabinet doors as you drive. The objects may shift position with vehicle motion and cause injury when the cabinets are opened. For this reason, Ewin Hymer Group NA recommends that you are aware of the objects that you store in overhead cabinets.

If you load a large amount of weight into a cabinet, experience large swings in temperature or humidity, ride on bumpy roads at high speeds frequently, or sometimes as part of normal wear and tear, the cabinet hinges may go out of adjustment. You will know the cabinet is out of adjustment when it will not open with the button out, or not latch with the button in.



Picture 13.1



Picture 13.2

## Cabinets (Continued)



Picture 14.1

Apply moderate upward pressure and GENTLE outward pressure with both thumbs on the bottom corners of the door to open a stuck cabinet



Picture 14.2

Turn screw clockwise to lower cabinet face (if it won't latch), counterclockwise to raise it up (if it won't open)

To open a cabinet stuck shut with the button out, apply pressure UPWARD with your thumbs on both bottom corners of the cabinet door while simultaneously applying gentle pressure to open it, as shown above left. (Picture 14.1)



**DO NOT FORCE THE DOOR OPEN BY PULLING OR PRYING ON IT - you will break the latch.**

The screw in the top part of the hinge nearest the pivot point adjusts the vertical location of the door. Screw out to raise the door and fix stuck doors; screw in to lower the door and fix doors that won't stay shut when latched. (Picture 14.2)

## Galley Cabinets

Immediately beneath the galley countertop there are drawers to the left and right of the food preparation surface to hold silverware and small cooking utensils. (Picture 15.1) The center panel in front of the sink is fixed, and is not a drawer.



Picture 15.1

Galley cabinets, with propane cooktop

## Lights

The oval ceiling lights are individually controlled and are turned on by tapping the lens of a given light. (Picture 15.2) NOTE: the battery disconnect switch must be on for any of these lights to work. These are LED lights, and consume very little electricity.



Picture 15.2

## Tables

The tables (Pictures 17.2, 18.1) can be set up to use either the front or rear lounge areas for dining, computer, gaming, or other recreational use. The table leg is stored in the closet to the left of the galley, next to the water heater. (Picture 16.1) The leg keys into a T-nut fitting in the floor plate. To install the table leg in the floor plate, unscrew the T-nut all the way on the end of the table leg and insert the T-nut into the key in the floor plate. (Picture 16.2) Rotate the table leg clockwise and it will tighten into place within a couple of turns. If it does not, unscrew the T-nut all the way and try again.



**Do not force the T-nut. If it's set up right, it will lock in place with very little effort.**

The table top is stored in the rear door. (Picture 18.2)



Picture 16.1



Picture 16.2

## Front Table Setup

 The vehicle will not drive unless the front seats are locked and forward facing.



Picture 17.1

To rotate the front seats, lift up  
on the front inside corner trim



Picture 17.2

Front lounge table

## Rear Table Setup



Picture 18.1

Rear dining table



Picture 18.2

Table top storage in back door

## Captain's Seats

The two captain's seats in the front of your Roadtrek are adjustable fore-and-aft by pulling up on the bar under the front of the seat, and will swivel when the inside corner is pulled up. Always return the seats to the forward-facing position when driving. They will lock into this position, and stay locked until the swivel tab is raised again. (Picture 17.1)

To create a front lounge area, first ensure that the seats are fully upright by loosening the recline adjustment and bringing the backs of the seats forward. Do not attempt to pivot a reclined seat. Use the fore-and-aft adjustment while pivoting the seats to allow the sides of the chairs to clear the armrests on the vehicle doors, the engine cover, and other obstructions. Do not force the seats around. Swiveling the driver's seat may require you to loosen the tilt steering wheel adjustment and move the steering wheel as far forward and up as possible. Opening the front doors slightly will allow you to clear the door armrests easily.

## Window Treatments

The nightshade curtain blocks airflow. (Picture 19.1) If you leave the window open, then close the nightshade, close all other windows, and then close the side door, it is possible for the curtain to get blown out of the track. Always close the window prior to closing the nightshade.

The window curtains slide to the right and left. The plastic clip is not a pull tab; it is a locking tab. Always pull on the aluminum bar. The curtains are configured so that the nightshade side covers the window opening for additional privacy.

The curtains on the sliding door and the rear door slide on tracks. It is best to use both hands, one near each track, to move the curtains. (Pictures 20.1, 20.2, 20.3)



Picture 19.1

The side window  
screens – nightshade  
side



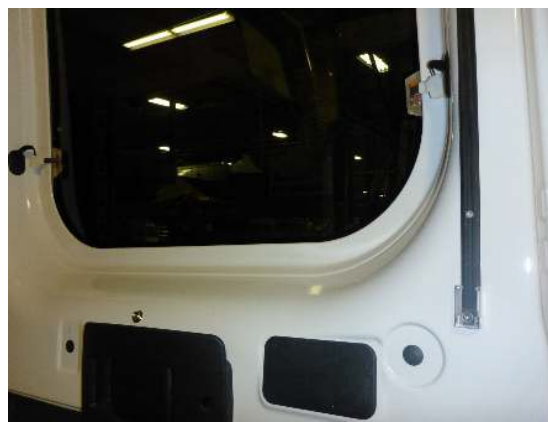
Picture 19.2

Bugscreen side

## Window Treatments (Continued)



Picture 20.1  
Rear door curtain



Picture 20.2  
Rear door track



Picture 20.3  
The side door curtain

## Ventilation

Your Roadtrek is equipped with a ceiling mounted ventilation fan. (Picture 21.1)

The fan has a cover that must be raised by turning the large knurled knob. Raise the cover, then use the remote to the desired speed and temperature.

The fan also has a thermostat, which will allow you to set the temperature at which the fan comes on. If you want the fan to operate at all temperatures, turn the thermostat all the way toward the blue section of the dial.

There is also a fuse in the body of the fan, in addition to the fuse in the distribution panel. Check both this fuse and the one on the 12 volt fuse panel if your fan stops working.

For more details, please refer to the Fantastic Fan manual.



Turn the fan off and close the cover completely before driving. The cover will rattle and might be damaged by wind pressure if you drive with it open.



Open the windows and open the nightshade slightly to allow for airflow



Picture 21.1

## Sleeping Facilities

Your Roadtrek has beds that can be configured as a king bed or twin bed. Experiment with different configurations to find what works best for you.

### Side Facing Power Sofa

The switch to lower the sofa into the bed position is located on the passenger side in the rear next to the thermostat. (Picture 22.1)

The seatbelts for the power sofa are attached to the floor behind the power sofa. In order to use the power sofa as a seating position while driving, these seat belts must be threaded up through the gap between the seat back and bottom and used together with the shoulder belts to secure passengers in these seating positions.

To make the bed, start by pulling out the passenger side bed slide. Pull the cushion forward and allow the rear bolster to slip behind it. Now lower the power sofa. Push the seatbelts down through the sofa after you lower sofa. (Pictures 22.2, 23.1, 23.2, 23.3)



Picture 22.1

Power sofa switch



Picture 22.2

Full bed

## Side Facing Power Sofa (Continued)



Picture 23.1

Passenger side bed slide  
pull holes under cushion



Picture 23.2

Passenger side bed in place



Picture 23.3

Sofa lowered in place

## Forward Facing Power Sofa (Picture 24.1)

To make the sofa into a twin bed, use the sofa switch to lower the sofa. (Picture 24.2) Remember to push the seatbelts through the sofa.



Picture 24.1

Forward facing sofa



Picture 24.2

The sofa in twin configuration



Picture 24.3

To make the king bed, lower the sofa, then retrieve the center board from under the driver's ottoman cushion



Picture 24.4

Move the ottoman cushions toward the center, and use the small backrest cushions to fill in the gaps and to hold the ottoman cushions in place



To make the sofa, remember to pull the seatbelts up through the sofa before raising it to a sitting position.

## Bathroom Facilities

### Door

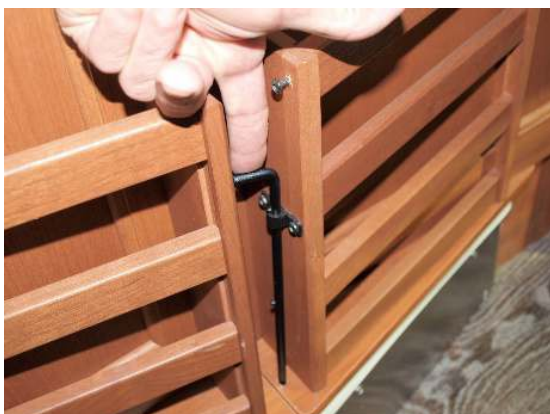
The bathroom doors are secured by a pin which is attached to the right door. To secure the doors for driving, close the left door first, then the right door, and then push the pin down so that it engages behind the lip at the front of the bathroom floor. (Picture 25.1) Push gently on the top to secure the latch along the upper enclosure lip. This will prevent the doors from swinging open when the vehicle is in motion.



**Always engage this pin before moving the vehicle, even for a short distance.**

### Using the Toilet

The enclosed bathroom in the Roadtrek contains a marine toilet. To flush the toilet, press the foot pedal located at the bottom of the front of the toilet bowl. (Picture 25.2)



Picture 25.1

Bathroom door pin



Picture 25.2

Toilet flush pedal

## Shower



Picture 26.1

Shower connection and knob



Picture 26.2

Shower drain



Picture 26.3

Shower curtain and light

To take a shower, unscrew the drain stopper in the center of the bathroom floor. (Picture 26.2) Release the hook and loop fastener straps retaining the shower curtain and slide the shower curtain along its track to enclose the shower space. (Picture 26.3) Pull the knob on the spout up and adjust the water temperature as desired. (Picture 26.1) There is a water cutoff on the shower nozzle to conserve water. When finished, either towel off or air dry the curtain before storing it. Refasten the drain stopper to prevent the contents of the gray water tanks from sloshing up into the shower area while driving and remove the shower hose from the sink connection. Push the knob back down to change the sink back into normal mode.

## Outside Shower

The outside shower is located on the driver's side, towards the rear wheel. See Outside your Roadtrek for more details on location.

## Appliances

### TV and Home Theatre System

The TV and DVD player are located in the rear lounge area on the passenger side. Both the television and the DVD player use 120 volt current, so the inverter, generator, or shore power must be on and available for them to work. They are supplied with remote controls.

### Antenna and Cable Connections

There are two antenna connections in the cabinet above the DVD player. One is labeled for the antenna, the other for cable TV. Connect the cable to the appropriate jack. (Picture 27.1)

### Refrigerator

The refrigerator is an electric compressor model that runs on 12 volt DC power. When shore power is available, the inverter charger provides enough power to run the fridge without discharging the batteries.

The refrigerator temperature control is inside the unit, on the right side of the freezer compartment. (Picture 27.3) Please see the appliance manual for operation details.



Picture 27.1

TV Antenna and Cable connections



Picture 27.2

Push on the latch to open fridge door



Picture 27.3

Thermostat is located inside on the rear wall



Do not block the vents at the top and bottom of the fridge. These vents must be unobstructed for the refrigerator to work properly.

## Oven

The oven is a standard microwave oven. It operates much the same as the microwave at your house. It is probably lower powered, so cooking may take a bit longer.

The microwave will operate from the batteries through the inverter for reheating purposes or other brief use. However, for extended microwave use, you must be connected to shore power or have the optional generator running.

## Propane Cooktop (Picture 28.1)

The propane cooktop needs fresh air for its safe operation. Make sure to open a window and turn on the overhead fan for proper ventilation. The igniters are powered by 12 volt coach battery power, so turn the battery disconnect switch on before using the propane cooktop. For detailed information on this appliance consult the cooktop Owner's manual.



Picture 28.1

Propane cooktop

## Hot Water

Your Roadtrek is equipped with a propane fired tankless water heater. (Picture 29.1) The heater has no tank and operates on demand. At low flows water may be hot, while at high flows water may be cooler. This is normal. When you turn on the water heater you will not hear it fire up. It only ignites when it senses a water demand. The control is located on the inside wall of the cabinet. (Picture 29.2) Refer to your Girard water heater manual for details of operation.



The three valves in bypass configuration are for assembly testing and maintenance purposes. They should not be operated in normal use, even during winterizing.



Refer to the Girard water heater manual for specific instructions on operating as this unit operates differently from a typical 6 gal. water heater.



Picture 29.1

Tankless water heater inside cabinet – all valves are in normal operating position



Picture 29.2

Water heater thermostat, filter and drain valves

## Outside Your Roadtrek

### Awning

Your Roadtrek has a roll up awning. (Picture 30.1) The awning is extended with a power switch located on the control panel. (Picture 30.2) The awning has two support struts that must be used to support the awning. (Picture 30.3) These are secured to the two attachment points on the side of the Roadtrek. Refer to the awning manual for the proper way of securing the awning supports to the attachments. To stow the awning, detach the supports, stow them in the awning housing, and retract the awning.



Awnings are susceptible to damage from wind, and for this reason should never be left extended when you are away from the vehicle. If a thunderstorm or other windy weather is imminent, stow your awning until the wind calms down.



Picture 30.1

Power awning



Picture 30.2

The awning power switch



Picture 30.3

Awning support

## Exterior Shower

The outside shower hose attaches to the faucet inside the rearmost driver's side storage compartment, behind the rear wheel. This faucet provides hot and cold running water from the same sources as your inside faucets. When finished, disconnect and store the shower hose and nozzle.

## Side Door Step

Your Roadtrek is equipped with a step that automatically extends when the side door is opened for easy entry and exit out of your vehicle. With the step switch on, the step will extend once when the door is open and remain extended even if the door is closed. With the switch off, the step will extend and retract every time the door is opened and closed. (Picture 31.1, 31.2)



**For safety reasons, the step will automatically retract when the ignition is turned on, even if the step switch is on. This is to prevent damage caused by driving with the step extended.**



**The driver's side and passenger's side door steps are not affected by this switch and will extend and retract every time the doors are opened.**



Picture 31.1

Step switch



Picture 31.2

Step extended

## Optional Rear Door Screen

Roadtrek's have an optional rear screen which allows you to open the rear doors and get fresh air and a better view, without bugs coming in or (attended) pets going out. (Picture 33.2) If you ordered this option, look for this screen in the white box that comes with your new Roadtrek. The screen attaches to the rear door frame and cargo area floor with a zipper and hook-and-loop fasteners. (Pictures 32.1, 32.2)



Picture 32.1

Surround with zipper



Picture 32.2

Hook and loop fastener for bottom edge of screen

Open the screen and locate the edge with hook and loop material along it. This edge is the bottom, so use the hook-and-loop strips on the screen to attach it across the bottom of the door opening. It is important to note that the screen is NOT a cargo net, and can be damaged if left installed while driving if objects are stored in the rear of the vehicle.

Start the zipper at each bottom corner by pushing the bottom stop (the metal end) of the zipper into the two back-to-back zipper sliders, and zipping the top slider upward. (Picture 33.1)

At the top, close the flap with the hook-and-loop fastener strip where the zippers meet.

Use the double slider to unzip the bottom of the screen to allow access to the underbed storage area in the back of the Roadtrek without disturbing the top section. (Picture 33.3)

To remove and stow the screen, unzip it from the top down. Unzipping it from the bottom will not allow you to remove it from the doorframe surround.

## Optional Rear Door Screen (Continued)



Picture 33.1

Start the zipper on the left side



Picture 33.2

Installed screen



Picture 33.3

You can access the underbed storage  
are without removing the screen

## Optional Side Door Screen

In addition to the rear door screen, there is also an optional side door screen which will allow you to keep the side door open for ventilation without admitting insects. The side screen slides on upper and lower tracks.



The side screen must be open when you close the door. The screen could be damaged if you shut the door while the screen is in place.



While sturdy enough to keep insects out, neither this screen nor the rear screen are designed to resist repeated and persistent attempts by pets to get out of the vehicle. Do not leave your pets unattended with the screen in place and the door open. They may take themselves for a walk.

## Utilities

Just like your house, your Roadtrek has fresh water, electricity, waste water disposal, heating, and cooling systems. In the Roadtrek, these systems are self-contained and travel with you.

Your vehicle should be reasonably level to allow normal operation of the system.

### Fresh Water

Your fresh water tank uses a gravity fill system, located in the driver's side door pillar. You can fill the fresh water tanks from a convenient water spigot.

To fill the tanks with fresh water, open the driver's side front door and remove the orange plug in the fresh water fill port. (Picture 34.1) Fill until water comes out the hole.

### City Water

The city water connection is in the rear, underneath the rear bumper on the passenger's side. (Picture 34.2) Unscrew the white plastic protective cap and connect your clean hose to the water faucet and this connection point. Turn the faucet on and check for leaks, tightening the connections as necessary.

There is a pressure regulator in the connection. See HOWTO: Potable Water Use for instructions on how to hook up to city water.



Picture 34.1

Fresh water tank fill



Picture 34.2

City water connection

## Water Pump

To use the water in the tank, you need to turn on the water pump. (Picture 35.1)

## Waste Water

### Gray Tank

Galley sink, bathroom sink and shower drain water drains into the gray water tank. The shower and sink have traps to prevent tank odors from entering the living space. Be sure to replace the screw-in plug in the shower floor after use to prevent gray water from sloshing up into the shower pan from the gray water tank while driving.

### Black Tank

The black water tanks contains toilet waste. Please refer to the HOWTO: Waste Water Dumping section for an explanation of which materials you can and can't flush down the toilet.

## Indicators

The gray and black water tank level indicators on the control panel will give you an approximate indicator of your tank levels. (Picture 35.2) When the gray water tank is full to capacity, water will no longer drain down the shower and sink drains, and you need to dump the tank before running any more water. If you see fluid below the toilet valve in the bowl of the toilet, your black water tank is full and also needs to be emptied before further use.

See Monitor Panel for more information.



Ensure that both the black and grey water gate valves are closed before using the waste water system. It is possible for the valves to open slightly especially after extensive driving. Black and grey water dump valves are accessed through the driver side storage door.



Picture 35.1

Water pump switch location  
on monitor panel



Picture 35.2

Tank level and battery charge indicators  
on monitor panel

## Heating and Cooling

### Thermostat

The thermostat controls the furnace and the air conditioner. Set the thermostat on "heat" or "cool" and set the desired temperature.

The third setting, "fan", recirculates cabin air using the fan inside the air conditioning unit.

(Picture 36.1)

### Air Conditioning

The air conditioner (AC) provides cooling for your Roadtrek using electric shore power or underhood generator. (Picture 36.3) The AC can be operated normally when you are plugged in to shore power.

- If your Roadtrek is parked on an incline, it is possible for condensate to leak into the living space. If this happens park in a more level location.

### Propane Furnace

The furnace is controlled by the combination thermostat located above the rear bed. (Picture 36.2) The furnace requires propane and 12 volt power. The furnace can be used without shore power or generator use.

Keep the aisle in front of the furnace clear of any obstructions when using the furnace to allow air circulation. The furnace can operate when outside temperatures are below freezing.



Picture 36.1

Thermostat



Picture 36.2

Propane furnace



Picture 36.3

Roof-mount air conditioner

## Electrical System

### Coach Batteries

The coach batteries in your Roadtrek are sealed AGM batteries. Do not attempt to open them. There is not maintenance possible on these batteries.

### Battery Disconnect Switch

The battery disconnect switch provides power to all 12 volt appliances, such as the water pump, the refrigerator, and so forth. This switch should be off when you are not using your Roadtrek, and on whenever you are driving or camping. The "Battery On" light next to it will indicate the position of the switch. (Picture 37.1)



Picture 37.1

Battery disconnect switch

### Charging Your Batteries

#### Inverter Charger

Your Roadtrek is equipped with a 2000 watt inverter-charger which converts 120 volt AC (household current) to 12 volts DC when you are connected to shore power or running the optional gasoline generator. This 120 volt power is used to power your 12 volt DC appliances as well as charge your batteries. Whenever you are receiving either source of 120 volt power, you are charging your batteries.

#### Alternator Charger and Battery Isolator

While driving, your Roadtrek will also charge the coach batteries from the vehicle alternator through an isolator. The isolator allows extra vehicle alternator-produced electricity to charge your coach batteries in addition to keeping your engine (chassis) battery charged. When the vehicle engine is not running, it breaks the electrical connection between your coach batteries and your engine battery, so your engine battery remains charged to start your engine even though you are using coach battery power while camped. This is all automatic - there are no user adjustments possible to the isolator.

## Optional Solar Panels

The optional solar panels will charge your batteries when sufficient sunlight is available. The solar charge controller (Picture 38.1) is installed at the factory for the type of panels and batteries installed on your vehicle, and Roadtrek strongly recommends that you make no adjustments or changes to the charge controller or its programming. If equipped with a display, the charge controller usually displays either system voltage or amperes generated by the panels.

## On Board 120 Volt AC Power Standard 2000W Inverter

The standard configuration includes a 2000 watt inverter. (Picture 38.2) This inverter provides 120 volt AC (household current) for a few of the outlets in your Roadtrek; primarily the ones running the TV and the DVD player. It will run the microwave and the air conditioner.

The inverter is configured at the factory for the batteries and power sources in your Roadtrek. Please do not change any settings without consulting the factory.

Your refrigerator will run on either 12 volt battery power or 120 volt inverter power.

## Optional Underhood Generator

Your Zion can be ordered with the underhood generator. This generator operates transparently to you. There is no special maintenance or usage instructions to operate this generator; it runs whenever your vehicle engine is on. It provides sufficient power to power the inverter at full power and charge your batteries.



Picture 38.1

Solar charge controller



Picture 38.2

Inverter switch

## Shore Power

The shore power connection is through the shore power cord, stored in the driver's side large compartment. See Outside your Roadtrek for location. The switchover from shore power to inverter is automatic.

To connect to external (shore) power, open the side compartment and remove the power cord. Plug the power cord into the campsite 30 amp power source. See HOWTO: Shore Power for a concise guide on how to connect and disconnect to shore power.

## Outlets

The outlets are operated from the inverter, generator, or shore power. Further, the outlets are protected by GFCI.

Several outlets have ground fault circuitry (GFCI) - the button in the middle of the outlet pops out when they sense an anomaly or sometimes when the circuit undergoes transitional conditions. These outlets also protect other outlets in the Zion. If you are not getting power from an outlet, check and reset this button if needed. The outlet at the side door powers the TV and DVD player, so check it if your TV is not receiving power. (Picture 39.1)



Picture 39.1

Outlet at side door

## Monitor Panel

### Location

The monitor panel is located inside the side door, above the doorframe, to the left of the bathroom. (Picture 40.1)

### Power Sources

The monitor panel controls 2 separate power sources; the 12 volt DC and the 120 volt AC power via the inverter, shore power, or optional generator.

### 12 Volt DC Power

The power to the 12 volt DC outlets and appliances is controlled by the battery disconnect switch to the lower left.

On the bottom left is the battery disconnect switch, which supplies 12 volt battery power to the 12 volt light and other cabin appliances. This switch must be on for any of the 12 volt electrical devices to work. Remember to turn off two switches -

the inverter switch and the battery disconnect switch when your Roadtrek is not being used to avoid discharging the batteries.

The battery disconnect switch has a blue indicator light to the right of it to show you when the battery power is on. (Picture 40.3)



Picture 40.1



Picture 40.2



Picture 40.3

## Inverter

Monitor Panel

Inverter switch

Battery disconnect switch

The inverter provides 120 volt AC (household current) to the 120 volt appliances and wall outlets. (Picture 40.2)

## Shore Power

Shore power is the name for power supplied by a utility company that you plug into to provide power to your Roadtrek. See HOWTO: Shore Power for a concise guide to plugging in and unplugging from shore power.

## Other Switches



Picture 41.1

Patio light switch



Picture 41.2

Zion awning switch

## Patio Light

On the monitor panel, the top left switch is the patio light switch. (Picture 41.1) Press the top of the button to turn the lights on, and the bottom to turn them off. These are LED lights and use very little power.

## Awning Switch

The awning switch is located to the right of the main panel. (Picture 41.2) Press the top to extend the awning and the bottom to retract the awning.



Always check out the area and make sure that the awning will not extend into trees, bushes, or other obstructions.

## Step Switch

The step switch locks the step in its extended position. (Picture 42.1) The step will always retract when the transmission is shifted into Drive.

## Water Pump Switch

The centered switch to the right of the leftmost four switches is the water pump switch. (Picture 42.2) It should be on only when you have water in the fresh water tanks and wish to use the sinks, showers, or toilet. The pump should not be run without water. As with the patio light switch, pressing the top of the button turns the pump on, and pressing the bottom turns it off.

## Water Heater Switch

There is no water heat switch on the Zion. The water heater is “instant on”, so it turns on when there is a demand for hot water.



Picture 42.1  
Step switch



Picture 42.2  
Water pump switch

## Tank Charge Indicators

To the right of the switches are the indicator lights for the battery charge level, the fresh water tank level, and the black and gray water tank levels. (Picture 43.1) The battery disconnect switch has to be on for this display to work. Press the button for each to see the display. These will give you an approximate reading, to the nearest third, of how much is in each tank. The four indicator lights for the battery are low, fair, good, and charging.



Picture 43.1

Tank indicators

## Optional Generator Switch and Hour Meter

If you have the optional 2800 watt gasoline generator, the switch is to the right of the tank and charge indicators. Press the bottom of the switch for about five seconds to prime the generator, then the top to start. Press the bottom again to turn it off.

The hour meter to the right of the switch keeps track of how many hours your generator has been running. (Picture 43.2) There is a break-in oil change after 20 to 50 hours of operation, and other required maintenance at other intervals later on - see the generator manual for details.



Picture 43.2

Generator switch and hour meter

## Distribution Panel

The distribution panel is located in the headliner above the driver's seat. The 120 volt AC breakers and the 12 volt DC fuses are behind a black plastic cover on the right side.

### AC Breaker

Flip the cover to the right and note the sticker under the cover with the identifying information on each breaker. (Picture 44.1) When storing the Roadtrek for the winter, turn off the battery disconnect switch, the inverter, and all circuit breakers in this panel.

### 12 Volt Fuse Panel

The 12 volt fuses are on the right side of the distribution panel with the labels for each fuse on the inside of the cover.



Picture 44.1

Breaker and fuse access

## Alarms and Warnings

### Propane and CO Monitor

Your vehicle has been equipped with a combination propane leak and carbon monoxide detection device for your protection. It is located slightly above floor level next to the furnace and below the fridge.

Be sure the detector is operating while using your vehicle. Do not block air circulation in the area where the propane leak detector is located. The detector runs on 12 volt power supplied by the coach batteries, and is operational whenever the battery disconnect switch is on. For this reason, whenever the vehicle is occupied, particularly if you are asleep, the battery disconnect switch should be in the "on" position.



**Coach power on the Monitor Panel must be on for detector operation. Make sure your battery disconnect switch is on.**



**Do not disable, unplug, or otherwise hinder the operation of this detector or the smoke detector.**



**The detector has a useful service life, beyond which it needs to be replaced. See Manufacturer's Owner's Manual for other operating instructions, or look for the sticker which is sometimes placed on the detector to see the replacement date.**



**The detector may chirp if the coach batteries are running low.**

### Smoke Detector

The smoke detector is located to the left of the side door. It is powered by a 9 volt battery which needs periodic replacement.

Refer to the Owner's Manual for the smoke detector for replacement interval for the battery and for the detector itself.



**Smoke alarm is shipped with battery reserved. Check battery installation if the smoke alarm does not work.**

## Fire Extinguisher

Your Roadtrek comes equipped with a dry chemical fire extinguisher suitable for all fires. (Picture 46.1) Before every trip, check to see that the needle on the dial is in the green range. If not, replace the fire extinguisher. DO NOT test your fire extinguisher by discharging it - total discharge time is 8 to 12 seconds, so it will become rapidly depleted if you test it this way. Service life on fire extinguishers currently supplied is 12 years; replace the fire extinguisher if it is more than 12 years past the year of manufacture stamped on the base of the cylinder.



Picture 46.1

Located at front passenger seat doorstep

## Maintenance

### Tires

See the automotive chassis manufacturer's owner's manual and documents for tire warranty information. Inflation pressure information is on the sticker inside the galley cabinet door. The current RAM ProMaster® manual recommends checking tire pressures regularly, at least every other week and before a long trip. Tire rotation intervals depend on wear and other factors but tires should be rotated at least every maintenance interval, defined as every 40,000 km/24,000 miles. Follow the tire rotation pattern for dual rear wheel models in your ProMaster® owner's manual.

### Cargo Carrying Capacity

See the information labels attached to the driver door post.

### Owner Maintenance Checks

Listed below are vehicle maintenance checks and inspections that should be performed by the owner or qualified service technician at the indicated intervals. Any adverse conditions should be brought to the attention of your dealer or qualified service technician for expert service advice as soon as possible. The owner maintenance checks are generally not covered by warranties and you may be charged for labour, parts and supplies used.

#### When You Stop for Fuel or Weekly

- Check engine oil level.
- Look for low or underinflated tires.

#### Every Other Week

- Check tire pressure on all tires and your spare.

#### At Least Monthly

- Check coolant level in the coolant recovery reservoir.
- Check windshield washer fluid, brake fluid and power steering fluid levels.
- Check operation of all exterior lamps, including brake lamps, turn signals and hazard warning flashers.

## At Least Every Three Months

- Flush water to the toilet cassette. Use a hose or bucket to fill the tank through the toilet and dump. Flush gray water holding tank. Use a hose or bucket to fill the tank through the galley sink and dump.
- Flush and sanitize fresh water tank. To flush the tank:
  - Fill it completely using the city fill and drain using the fresh water tank drain underneath the tank.
  - Sanitize by adding 1/2 cup chlorine bleach to the tank, fill with water, let sit for at least two hours, and drain. 1/2 cup vinegar added to the next tankful, which will also be drained before filling with fresh water for use, will help dissipate the chlorine smell.

Refer to other sections in this manual for drain and fill locations.

## At Least Twice a Year

- Check windshield wiper operation.
  - Clean wiper blades with clean cloth dampened with washer fluid.
  - Wiper blades should be replaced at least once a year.
- Check radiator, heater and air-conditioning hoses for leaks or damage.
- Check for worn tires and loose wheel lug nuts.
- Check parking brake system and put the brake on and see if it will hold on a moderate hill. If not, get it repaired.
- Check head lamp alignment.
  - Shine your low beam headlights on a wall. The light patterns should be the same height. Measure headlight height at the vehicle with a yardstick and the light patterns should be the almost same height or slightly less with your vehicle level. If not, get the headlights aligned.
- Check lap and shoulder belts for wear and function. Replace any belts with frayed spots or that do not smoothly retract into their holders.
- Inspect appliance vents to ensure they are free from dirt, insects, spider webs and/or nests.
- Inspect gray water tank vent and remove any debris or other obstructions. The gray water tank vent is on the roof, passenger side and in the bathroom area.
- Clean air conditioner filter. See air conditioner manual for details.
- Thoroughly clean and wax the roof of the van.
  - To wash the solar panel, use a garden hose to rinse dirt off the panel.
  - Do not scrub it with a brush or otherwise apply any abrasive material to the solar panel surface.
  - Rinsing the panel two or three times a year to remove excess dirt is all you need to do to keep the panel operating at full output.
- With the tank empty, add one cup of mineral oil and one cup of hot water to the gray tank.

### **At Least Once a Year**

- Lubricate all door hinges, locks and latches, especially the exposed hinges on exterior doors. These will freeze up and cause damage to the doors if neglected.
- Have appliances tested and cleaned.
- Wax and polish and protect exterior surfaces. The wheels are coated aluminum and there is no bare aluminum on the vehicle, so do not use aluminum polish on any surface of your Roadtrek.

To prevent water from entering your vehicle, avoid spraying water directly into exterior vents or grills. Do not use a power washer to clean your Roadtrek because damage to the paint, removal of decals and water leaks will result. Hand washing or commercial car washes accommodating large vehicles are the best way to keep your Roadtrek clean and shiny.

### **Other Maintenance Checks**

Follow the maintenance for your appliances as per the appliance's manufacturer's manual.

## Spare Tire Storage



Picture 50.1

The spare is held in with a positive engagement spring



Picture 50.2

The spare tire is located behind the rear bumper



Picture 50.3

The lowering mechanism is behind the passenger side rear wheel



The ProMaster® uses a spring-loaded positive locking mechanism to hold the spare tire in place. This can be quite difficult to engage on the side of the road. Roadtrek recommends that you have roadside service or that you place the flat inside the vehicle and stop at a nearby tire shop as soon as practical.

Your Roadtrek comes with a 2-year Roadside Assistance program included with your purchase. Check your owner's documentation for information. Refer to the ProMaster® Owner's manual for proper spare tire replacement technique.

## Obtaining Service

When your Roadtrek needs service, determine if the issue is with the Roadtrek upfits or the RAM ProMaster® chassis.

For Roadtrek upfits, contact your dealer. Start with the service writer, then the service manager and finally, if you are unable to resolve your issues with the service department, contact the dealership managing partner or owner. Please keep notes of who you spoke with and dates.

For chassis-related issues, contact Dodge service. Advise the service writer that you have a RAM ProMaster®, rather than a motorhome. Some dealerships do not want to work on motorhomes but most can service a 3/4-ton van. Again, start with the service writer, then the service manager and finally, if you are unable to resolve your issues with the service department, contact the dealership managing partner or owner. If you cannot resolve your chassis related issues at the dealer level, contact Dodge factory service.

 Erwin Hymer Group NA typically cannot initiate a case with the chassis manufacturer, the owner must do that.

Contact Erwin Hymer Group NA Service after you have exhausted the process above. Please provide as complete a record as you can so that your effort is not duplicated.

### **Erwin Hymer Group NA Service information:**

**retailservice@erwinhymergroupna.com**

**1-844-496-3735**

## Specifications

For general chassis specifications, please refer to the RAM ProMaster® manual. For specifications relating to your vehicle, including occupancy, weight rating, tire size, inflation and so on refer to the sticker on the driver's side B pillar (right side of the door frame, near the latch). This specification refers to the baseline Roadtrek upfits. Options and upgrades may change these specifications.

This applies to Erwin Hymer Group NA upfits only.

|                              |                          |
|------------------------------|--------------------------|
| Total fresh water capacity   | 37 gallons/140 liters    |
| Gray water tank capacity     | 86 gallons/22.8 liters   |
| Black water tank capacity    | 36.3 gallons/9.6 liters  |
| Battery type                 | AGM, maintenance free    |
| Battery capacity             | 185 amp hours (standard) |
| Optional propane tank size   | 7 gallons/25 liters      |
| Propane tank capacity at 80% | 5.6 gallons/21 liters    |
| Water heater capacity        | Tankless                 |
| Furnace                      | 16,000 BTUs/hour         |
| Refrigerator                 | 12 volt, 5.0 cu. ft.     |
| Air Conditioner              | 11,000 BTUs/hour         |

## Roadtrek Limited Warranty

### What This Limited Warranty Covers

A new Erwin Hymer Group (EHG) motorhome has a limited warranty by EHG. This limited warranty covers the repair or replacement, of any part of your new Roadtrek in which a nonconformity in materials or workmanship appears during normal use, maintenance or service within the limited warranty period, subject to the limitations and exclusions described below in “What This Limited Warranty Does Not Cover”. **REPAIR OR REPLACEMENT OF COVERED MATERIALS BY A EHG DEALER IS THE EXCLUSIVE REMEDY UNDER THIS WARRANTY.** The repair or replacement of any covered material does not extend the life of the limited warranty.

Materials covered by this warranty are limited to those installed by EHG, including but not limited to, the interior finishing behind the drivers and passengers seating area, rearward windows, roof mounting air conditioning, rear heating system, electrical generator, and plumbing for the kitchen, shower and toilet. This limited warranty excludes the warranty set forth by the chassis manufacturer or any parts or components added to the vehicle by another party. In addition to this EHG limited warranty, original component manufacturers may provide their own separate warranties. **This limited warranty is valid only in the United States and Canada. Coverage under this warranty is not subject to proration or deductibles.**

### How Long the Limited Warranty Lasts

The original limited warranty is in effect for a period of 72 months from the first retail owner’s date of purchase, regardless of subsequent ownership.

### Who is Covered

This limited warranty covers the owner of the chassis equipped with a EHG RV conversion. The warranty may be transferred to subsequent owners during the warranty period by submitting online a new Roadtrek limited warranty registration form (see “How to Obtain the Limited Warranty” below). **THIS LIMITED WARRANTY IS NULL AND VOID IF THE VEHICLE HAS BEEN LEASED OR RENTED FOR COMPENSATION TO ANOTHER INDIVIDUAL OR ENTITY.**

### What This Limited Warranty Does Not Cover

The exclusive remedy under this limited warranty or under any implied warranty that arises under state or provincial law is repair or replacement of any Covered Part in which a nonconformity in materials or workmanship appears during normal use, maintenance or service within the limited warranty period, subject to the following exclusions.

## Roadtrek Limited Warranty (Continued)

**LIMITATION ON DAMAGES:** *EHG shall not be liable for incidental, consequential, direct, indirect, or other damages (such as, but not limited to, lost wages, loss of use, loss in value, lost profits, lost opportunities, alternative transportation, inconvenience, cost of lodging, or lost vehicle rental expenses) that result from breach of the written warranty or any implied warranty.*

**LIMITATION ON IMPLIED WARRANTIES:** This limited warranty is in lieu of and in exclusion of any other warranties, express or implied, including any warranty of merchantability or fitness for a particular purpose. Any implied warranties that arise under applicable state or provincial law notwithstanding the foregoing, including any implied warranty of merchantability or fitness for a particular purpose, are limited in duration to the term of this limited warranty and are limited in scope of coverage to those portions of the motorhome covered by this limited warranty.

### ITEMS **NOT** COVERED BY THIS LIMITED WARRANTY INCLUDE THE FOLLOWING:

- The automotive vehicle / chassis is warranted by by the chassis manufacturer. Please refer to the chassis manufacturer's Warranty information for details.
- Normal vehicle maintenance such as lubrication, batteries, tires, filter and oil replacement, belts and hoses, brake lining and adjustment and vehicle alignments.
- Damage caused by improper maintenance or use including, but not limited to, failure to follow the required or recommended maintenance schedule, failure to maintain operating parameters (e.g. plumbing leaks, fluid levels, battery life) and failure to follow operating instructions.
- Additions or accessories not originally installed by EHG and any problems resulting from such additions or accessories.
- Damage caused by misuse, carelessness, abuse or neglect, anything outside normal use.
- Damage caused by collision, fire, theft, vandalism, weather, freezing, flooding, acts of God, or other casualties.
- Damage or nonconformities with respect to Covered Materials in a vehicle that is leased or rented to another party for compensation.
- Damage as a result of corrosion or corrosive agents and their contact with EHG materials

### Third Party Representations

EHG does not authorize any person to create for EHG any other obligations or liability in connection with its motorhome vehicle content, and EHG is not responsible for any representation, promise or warranty made by a dealer, component or vehicle manufacturer, or other person beyond what is expressly stated in this limited warranty.

### How to Obtain the Limited Warranty

The original retail purchaser is responsible for submitting online, or having the vehicle dealer submit online, a Roadtrek Limited Warranty Registration form to EHG. This limited warranty is not valid unless the Roadtrek Limited Warranty Registration is submitted online and received by EHG within 48 hours after the date of delivery to the first end user or any subsequent owners. To register a new or subsequent owner please go to <http://www.roadtrek.com/warranty/>.

## Roadtrek Limited Warranty (Continued)

### How to Get Service

To obtain warranty service for your Roadtrek, call toll free 7 days a week 800-663-0066. Our customer care specialist can help answer questions regarding our products and services, provide information about warranty coverage and maintenance issues, help you arrange for service under other manufacturer warranties, and locate a Roadtrek authorized dealers and service centers in your area. To find a current list of Roadtrek authorized dealers and service centers on-line, go to <http://www.roadtrek.com/locators/>. When you call, please have the following information available so that we may expedite your service:

- The chassis' VIN (Vehicle Identification Number)
- First retail owner's date of purchase
- The current actual mileage

**NO WARRANTY CLAIM WILL BE PROCESSED OR PAID WITHOUT PROOF OF ACTUAL MILEAGE AND FIRST RETAIL OWNER'S DATE OF PURCHASE.**

### Roadside Assistance Plan

You are enrolled in a 24/7 roadside assistance plan for the first 2 years of the limited warranty upon registration of your Roadtrek. The roadside assistance plan is transferrable to subsequent owners within the 2-year coverage period. If your motorhome is disabled because of any nonconformity covered by this limited warranty or in certain other situations, our roadside assistance provider will assist by providing the following services: towing, mobile mechanic (where available), fuel delivery, tire change, battery jumpstart, lockout service and emergency fluids. To obtain roadside assistance, call 877-579-7078.

**PLEASE NOTE THAT THE ROADSIDE ASSISTANCE IS ONLY AVAILABLE TO THE FIRST RETAIL OWNER AND IS NON-TRANSFERRABLE TO ANY SUBSEQUENT OWNERS.**

### Arbitration Provision

Any claim or controversy arising out of or relating to this limited warranty, or breach thereof, shall be settled by arbitration administered by the Arbitration Association. The determination of the arbitrator(s) shall be in writing and shall include an explanation of the basis for the determination. The determination of the arbitrator(s) shall be final and binding and judgment upon such determination may be entered in any court having jurisdiction.

## Registration

Please send the following form in or email the information to [sales@roadtrek.com](mailto:sales@roadtrek.com) when you purchase your Roadtrek.

| <b>CHANGE OF OWNER NAME OR ADDRESS FORM</b><br><small>IMPORTANT - To owner with New Address or Used-Vehicle Buyer -<br/>complete and mail for accuracy of recall mailing records</small> |  |  |  |       |  |                                                                                       |  |             |  |                                                        |  |                                                             |  |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|-------|--|---------------------------------------------------------------------------------------|--|-------------|--|--------------------------------------------------------|--|-------------------------------------------------------------|--|
| PLEASE TYPE OR PRINT LEGIBLY:                                                                                                                                                            |  |  |  |       |  |                                                                                       |  |             |  |                                                        |  |                                                             |  |
| 1. VEHICLE IDENTIFICATION NUMBER (17 Character number found on top left instrument panel)                                                                                                |  |  |  |       |  |                                                                                       |  |             |  |                                                        |  |                                                             |  |
| 2. PRINT Last Name (including Jr., Sr., etc.)                                                                                                                                            |  |  |  |       |  |                                                                                       |  |             |  |                                                        |  |                                                             |  |
| 3. PRINT First Name (or Initial) and Middle Name (or Initial)                                                                                                                            |  |  |  |       |  |                                                                                       |  |             |  |                                                        |  |                                                             |  |
| 4. PRINT NEW mailing Address: House/Building Number and Street Name (including St., Ave., Rd., Ct., etc.)                                                                                |  |  |  |       |  |                                                                                       |  |             |  |                                                        |  |                                                             |  |
| APT./Suite No.                                                                                                                                                                           |  |  |  | or    |  | P.O. Box No.                                                                          |  |             |  | or <input type="radio"/> RR/ <input type="radio"/> HCR |  | <input type="radio"/> RR/ <input type="radio"/> HCR Box No. |  |
| City                                                                                                                                                                                     |  |  |  | State |  | ZIP Code                                                                              |  |             |  | ZIP +4                                                 |  |                                                             |  |
| Phone No.                                                                                                                                                                                |  |  |  |       |  | Prov.                                                                                 |  | Postal Code |  |                                                        |  |                                                             |  |
| <div style="display: flex; justify-content: space-between;"> <span>Month</span> <span>Day</span> <span>Year</span> </div>                                                                |  |  |  |       |  | Email Address                                                                         |  |             |  |                                                        |  |                                                             |  |
| Current Date                                                                                                                                                                             |  |  |  |       |  |                                                                                       |  |             |  |                                                        |  |                                                             |  |
| Questions or concerns?: <a href="mailto:sales@roadtrek.com">sales@roadtrek.com</a>                                                                                                       |  |  |  |       |  |  |  |             |  |                                                        |  |                                                             |  |

## Aftermarket Disclaimer

The compatibility of aftermarket systems and components should be researched thoroughly either with the dealer or manufacture as they may interfere with the performance of Erwin Hymer Group North America (*Roadtrek, Hymer, Sunlight etc.*) recreation vehicle systems and components, further affecting the warranty of the vehicle as designed.

## Regulatory Notices

If you believe that your vehicle has a defect which could cause a crash or could cause injury or death, you should immediately inform the National Highway Traffic Safety Administration, (NHTSA) in addition to notifying Erwin Hymer Group NA.

If NHTSA receives similar complaints, it may open an investigation, and if it finds that a safety defect exists in a group of vehicles, it may order a recall and remedy campaign. However, NHTSA cannot become involved in individual problems between you, your dealer, and/or Erwin Hymer Group NA.

To contact NHTSA, you may call the Auto Safety Hotline toll-free at 1-888-327-4236, (or 366-0123 in Washington, DC area) or write to:

NHTSA  
U.S. Department of Transportation Washington, DC 20590

You can also obtain other information about motor vehicle safety from the NHTSA Hotline.

## HOWTOs

For access to more information on how to reform general functionalities of your Roadtrek, please go to:

<http://www.roadtrek.com/support-contact/#section-how>

<https://www.youtube.com/user/RoadtrekMotorhomes>