



E-trek

2019 OWNER'S MANUAL



ERWIN HYMER GROUP
NORTH AMERICA
the leisure experience

www.erwinhymergroupna.com

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Introduction to Your E-Trek

Congratulations on the purchase of your E-Trek 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 E-Trek 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.

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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
	Danger	Do not place propane cylinders inside the vehicle. • Propane cylinders are equipped with safety devices that relieve excessive pressure by discharging propane to the atmosphere. • Propane gas is highly flammable. This action can lead to fire or explosion and result in death or serious injury.
	Warning	Do not use gas cooking appliances for comfort heating. • Can lead to carbon monoxide poisoning, which can lead to death or serious injury.
	Warning	Gas cooking appliances need fresh air for safe operation. • Open vents or windows slightly or turn on exhaust fan prior to using cooking appliance. • Gas flames consume oxygen, which should be replaced to ensure proper operation. • Improper use can result in death or serious injury.
	Warning	Do not fill propane containers to more than 80% of their capacity. • A properly filled container contains approximately 80 percent of its volume as liquid propane.

		• 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.
	Danger	If you smell propane: 1. Extinguish any open flames and all smoking materials. 2. Shut off propane supply at the container valve(s) or propane supply connection. 3. Do not touch electrical switches. 4. Open doors and other ventilating openings. 5. Leave the area until the odor clears. 6. Have the propane system checked and leakage source corrected before using again. 7. Ignition of flammable vapors could lead to a fire or explosion and result in death or serious injury.
	Danger	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. • Do not store, transport, or dispense fuel inside this vehicle.

Information, Cautions and Warnings

LEVEL	ITEM	COMMENT
	Seat Belts	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.
	TV	Turn the TV off and stow it while the vehicle is in motion.
	TV	The flat screen TV should not be stored inside the E-Trek 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.
	TV	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.
	Propane	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.
	Propane	Do not refuel the propane tank to more than 80% of its capacity.
	Propane	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.
	Propane	Purchase propane from a reputable propane facility. Contaminated propane is a common cause of system failure and is not covered under any warranty.
	Propane	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.
	Propane Leak Detector	Do not block the air circulation in the area where the Propane Leak Detector is located.
	Propane Leak Detector	Battery disconnect switch must be in the "ON" position for the propane detector to function.
	Flammable Liquids and Gasses	Do not store gasoline or other flammable liquids inside your vehicle.
	Heating	Never use cooking appliances or unvented propane heaters for space heating purposes. They need fresh air for safe operation.
	Heating	The heating furnace provides its own outside combustion air and exhausts to the outside.
	Heating	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.
	Carbon Monoxide Leak Detector	Do not block the air circulation in the area where the Carbon Monoxide Leak Detector is located.
	Carbon Monoxide Leak Detector	Battery disconnect switch must be in the "ON" position for the Carbon Monoxide Leak Detector to function.
	110 V Electrical Servicing	Prior to servicing any 110 V, unplug the output lead from the power inverter.
	Exterior Access Doors	Ensure the shore power cord and city water supply lines are disconnected and in their stored positions before the vehicle is put in motion.
	Awning	Close the sliding side door prior to opening or closing the awning.
	Cloverleaf Dining Table	The cloverleaf dining table is heavy. Use proper lifting techniques.
	Extra Counter Space	Make sure the stove is off and has cooled prior to lowering the stove cover.
	Battery	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.
	Battery	Disconnect the inverter/charger prior to disconnecting the auxiliary battery.
	Generator	The E-Trek is supplied with an AC generator located underneath the engine. Never submerge the generator. Use a spotter when launching a boat or crossing streams.
	Waste Water Storage and Dumping System	Close the gray water gate valve before using the waste water system.

	Freezing	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.
	Electrical Servicing	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 E-Trek 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 E-Trek 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 E-Trek.
- 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 E-Trek 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 and Galley Drawers



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.

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.



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



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.



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, as shown above left.

Galley Drawers

Beneath the galley countertop there are drawers to the left and right of the food preparation surface. The center panel is fixed, and is not a drawer.

All these drawers have conventional non-locking knobs, and a friction closure mechanism to secure them while the Roadtrek is in motion. Make sure they are completely closed before driving.



Instant Hot Water Dispenser

The instant hot water dispensing system is in the cabinet below and to the right of the galley sink. The replaceable filter is accessed inside this cabinet.



CS galley with induction cooktop



On demand hot water system filter

Lights

The circular ceiling lights are all individually controlled, and are tap lights - to turn them off or on, press on the lens area. All lights are 12 volt lights, so the battery disconnect switch must be on for any of the lights to work. They work whether the inverter is off or on.

The lights have LED bulbs, which use less power and are cooler than typical incandescent bulbs.



Tables

There are front and rear tables to use either the front or rear lounge areas for dining, playing cards, or computer use.

The front table top is stored behind the driver's seat. The rear tabletop is stored under the driver's side rear bench seat, and both table legs are stored in the wardrobe to the right of the bathroom.



CS Front table stowed



Table legs stowed
in wardrobe



CS Rear table



T-bolt attachment
for table leg base

Front Captain's Seats

There are three adjustments on the outboard side of each front seat: the knob in front raises and lowers the front of the seat, the lever where the back and base of the seat join raises and lowers the back of the seat, and the knob above that on the seat back reclines the seat back. The lumbar support adjustment is on the inboard side of the seat.

To swivel the front seats, locate the swivel lever positioned in the rear of the seat, and move the control sideways against its spring to release the lock and swivel the chair.

The third seat's fore and aft adjustment is a lever extending forward at the front right corner of the seat base. Push this lever to the left (driver's) side of vehicle, and slide the seat. The swivel lever for the rear seat is on the right (passenger) side of the base. Push it backward to release the lock and swivel the seat.



Front seat swivel control



Rear seat swivel control



Rear seat fore and aft adjustments

 Always return the seats to the forward-facing position when driving - the seats will lock in place as you swivel them to face forward.

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 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 driver's and passenger front door will also facilitate swiveling the front seats. The third seat will swivel easily once it is brought forward from the bathroom wall.

Ventilation

Your Roadtrek is equipped with a ceiling mounted ventilation fan.

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.

There is also a fuse in the body of the fan, in addition to the fuse in the distribution panel. Check both fuses if your fan stops working.

For more details, please refer to the fan manual.

! The fan cover may rattle if you drive with it open.



Window Treatments

The blinds on the side and back windows of the E-Trek Roadtrek have a partially opaque, "shade" window covering, and also a completely opaque, "dark" window covering. Pull the blinds down for the "shade" window covering, and then pull the bar above this first section of blind material down to bring the "dark" section over the windows to sleep or for privacy at night. The blind above the galley area is an easy-to-clean metal blind which will also close completely for privacy.



Opaque window covering



Shade window covering

Sleeping Facilities

Your Roadtrek has sleeping capacity for up to three people, one in the front of the vehicle with the optional front bed cushion, and two in the rear of the vehicle.

Sofa Bed



Sofa switch



Sofa upright

You can configure the rear bed as a King or Twin bed depending on your preference or requirements. You begin by lowering the sofa.

To lower the sofa please follow these steps:

- Remove any heavy or bulky objects from the sofa
- Clear the space in front of the sofa.
- Check underneath the sofa for objects that may be caught in the sofa as it moves.
- Push the center seatbelts back through the sofa, between the seat and the back cushions, so the seat belts end up underneath the sofa.
- Locate the power sofa switch under the television on the passenger side rear cabinet face.
- Push down and hold the bottom part of the switch until the sofa is completely flat.

Twin Beds

You create two twin beds by lowering the sofa. The sofa makes a continuous sleeping surface with the two bench seats, leaving the center aisle to make it easy to get in and out of bed.



Twin Beds

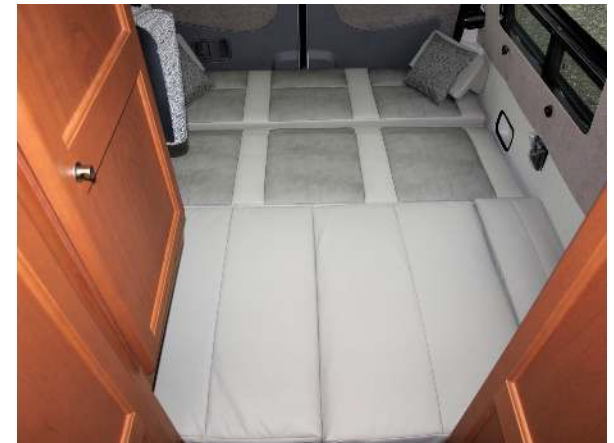
King Bed

Once the sofa has been lowered fully, please use the following steps to make create a king bed configuration.

- Locate the panel under the bench cushions on the passenger's side, and slide it out into the open space between the two side bench seats. Secure it into the notches on the inner surface of both bench seat bases.
- Reposition the bottom cushions of the side bench seats over this panel so they are side by side.
- Place the long thin vertical bench seat cushions in the empty space between the wall and the larger bench seat cushions.



When you raise the sofa put the seat belts back in position. To do this, open the back door of the vehicle and push the seatbelts through the sofa between the seat and back cushions. NEVER use the rear seats for passengers without seatbelts.



King bed

Front Seat Folding Mattress

The captain seats located on the passenger side of the vehicle can be configured into a single bed arrangement with the optional folding mattress. Use the following procedure to create this single front bed configuration.



- Lower the front seat base as far as possible. To do this, look on the outboard side of the front seat, and you will see three knobs.
- Turn the front seat base height knob clockwise until the front of the seat base is as low as possible.
- Push down on the rear seat base height lever until the back of the seat base is as low as possible.
- Use the recline knob to put the seat back in an upright position.
- Turn both passenger side captain seats around so that the backs of the chair are outboard, towards the doors, and the seats face the aisle. You will have to slide the rear seat forward before you can swivel it. Slide both seats all the way back in their tracks - as far toward the doors as possible.
- Open the optional folding mattress and find the tab in the center of the larger central panel. This tab fits between the seat backs.
- Place the mattress so that it sits across both the front and second row captain seats.



Tab in folding mattress between seatbacks; loosen the long hook and loop straps as shown



Passenger side folding mattress in place with long hook and loop straps around seatbacks

Bathroom Facilities

Your Roadtrek is equipped with a permanently enclosed bathroom that includes a sink and a stand up or sit down shower.

Securing Bathroom Door

The bathroom doors are secured by a latch and pin system. To secure the doors for driving:

- Close the left hand door first, followed by the right.
- Engage the latches at the top of the doors.
- Push the pin down so that it engages behind the lip at the front of the bathroom door
- Flip the latch closed and tighten the thumbscrew



Using the Toilet

The bathroom in your Roadtrek contains a marine type toilet. To secure the doors once inside, use the inside latch. To flush the toilet, use your foot to press the foot pedal located at the bottom of the toilet, then release the foot pedal. Do not use toilet paper which will clog your black water tank and waste water pump - use only paper which will disintegrate easily when it gets wet.



Inside latch and toilet paper holder



Toilet flush pedal

Shower

Using the Shower

- Unscrew the drain stopper in the center of the bathroom floor
- If the shower hose is disconnected, connect it to the threaded fitting behind the sink faucet handles
- Release the hook and loop fastener straps retaining the shower curtain
- Slide the shower curtain along its track to enclose the shower space
- Once ready, pull up on the knob located between the sink faucet handles to start the flow of water
- Adjust the water temperature as needed using the cold and hot water knobs on the sink faucet



After Showering

- Turn off the water using the hot and cold knobs on the sink faucet
- Push the knob located between the sink faucet back down to switch the flow of water back to the sink faucet

- Refasten the drain stopper in the center of the bathroom floor (this is important as it stops the content of the grey water from sloshing into the shower area while the vehicle is in motion)
- Dry the shower curtain with a towel or allow it to air dry before storing it



Appliances

TV and Home Theatre System

Your Roadtrek is equipped with a 120 volt TV and home theatre system with remote control for your enjoyment and viewing pleasure. In order to generate power to these appliances, you must turn on the inverter, connect to shore power, or run the generator if so equipped.

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. There is a button on the antenna, which when pushed amplifies digital broadcast signals. When pressed, it lights up red to do so. When not being used it should be turned off to prevent power draw on the batteries



Rear speaker
control
switch



TV antenna
and cable
connections

Controlling the Rear Speakers

The surround sound system offered in your Roadtrek allows you to control the rear speaker sound in your vehicle. Locate the speaker switch which can be found in the cabinet above the home theater system.

- Surround Setting: Allows back speakers to function as part of the TV/home theater system
- Off Setting: Turns the rear speakers off
- Automotive Setting: Connects the rear speakers to the front dash radio



If you are experiencing problems with your TV reception while using the over-the-air antenna, check the connection to the antenna system booster located in the cabinet above the home theatre system is plugged in.

⚠ If power is getting to the antenna, an indicator light both on the antenna itself and on the connection located in the cabinet will be illuminated.

Instant Hot Water Dispenser

Located at the top left hand corner of the kitchen sink is your instant hot water dispenser, which provides water at a sufficiently hot temperature to brew coffee or tea.

The switch for the instant hot water dispenser is above the counter on the right side of the refrigerator cabinet, next to the electrical outlet.

⚠ Turn this appliance off when not in use because it consumes a large amount of electricity. Leaving it on will significantly reduce the amount of time your batteries will supply power before needing to be recharged.



Filter for hot water dispenser, located in the galley cabinet



Instant hot water dispenser



Instant hot water dispenser switch, located above the counter on the right

Refrigerator

The refrigerator in your Roadtrek is a 12 volt DC/120 volt AC compressor refrigerator that switches automatically between voltages. The temperature controls for the refrigerator are located across the top. See the operating manual for instructions on this appliance.

Microwave

The microwave oven is a standard microwave convection oven operating on 120 volt AC. To draw power to the microwave for use, you must ensure your inverter is switched on (located above the sliding door, on the monitor panel) or you are plugged into shore power.

Optional Inductive Cooktop Stove

The optional induction cooktop stove requires special induction ready cookware, which can be purchased anywhere cookware is sold. Since the induction stovetop depends on magnetic material to produce heat, copper or aluminum cookware will not get warm.

For instructions on how to use this appliance, please refer to the Inductive cooktop stove manual.



Outside Your Roadtrek

Awning

Your Roadtrek is equipped with an easy to use power roll up awning. To use the awning please follow these steps:

- Check for tree branches and other obstructions.
- Press the switch inside the passenger side front door, above the doorframe to extend the awning and lower the supports on each side.
- Once extended, secure the supports to the two attachment points on the side of the vehicle or to the ground with the pins provided.

To stow the awning:

- Detach the supports from the attachment points
- Retract the awning using the power switch

Refer to the awning manual for proper methods of deploying and securing the awning.

 The awning is only powered when the ignition switch is off. To use the awning, turn off the ignition.

 Never leave your awning extended when you are away from your vehicle as awnings are susceptible to damage from heavy rain and wind. Stow the awning when bad weather is approaching.



Awning switch above front passenger seat



Power awning

Exterior 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.



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.



Step switch



Step extended

Rear Door

The rear doors of your Roadtrek have the ability to open all the way so they fold against the sides of the vehicle. To open the doors to their fullest extent;

1. Open the door to 90 degrees
2. Close them slightly to relieve some of the tension on the door strap
3. Pull out the curved door strap by the tail light assembly and fold it back against the door
4. To close the door, flip the door strap around and it will automatically engage as you close the door



There are magnetic door stops on the back of the door and on the side of the vehicle which prevent the door from swinging shut from its own weight.

Rear Door Screen

As an option, some Sprinter Roadtrek's have a rear screen which will allow you to open the rear doors and get fresh air without bugs coming in. Look for this screen in the hanging wardrobe behind the bathroom in your new Roadtrek. It attaches to the rear door frame with a zipper and hook-and-loop fasteners.

Open the screen and locate the two tabs on one edge. This edge is the bottom, and the tabs snap onto the rear seat belt anchors. Fasten these two snaps on each anchor and use the hook-and-loop strips on the screen to attach it across the bottom of the door opening.

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.

Rear
screen tabs



Rear screen
lower hook
and loop
fastener

Where they meet at the top, there is a flap which will close with a hook-and-loop fastener strip.

Because of the double slider arrangement, the bottom of the screen can be unzipped to allow access to the underbed storage area in the back of the E-Trek without disturbing the top section.

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.

Rear door
screen
hook and
loop



Rear door
screen
zipper



While sturdy enough to keep insects out, this screen is not 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 doors open. They may take themselves for a walk.



The screen is not intended for use as a cargo net or any sort of restraint system.

Rear door
screen in
place



Access to
storage while
screen is
deployed



Outside Shower

On the driver's side near the rear, there is a rectangular compartment which houses the outside shower. Like the inside shower, this will provide hot and cold running water should you choose to shower outside. Use the brass auxiliary key which came with your Roadtrek to unlock the compartment door. When finished, coil the hose back up so that it and the shower head fit inside the compartment.



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

Fresh water is contained in two tanks, called the exterior and interior tanks. The interior tank drains into the exterior tank. The two tanks are interconnected and act as a single reservoir. Being outside the coach, it is exposed to the elements, so it is susceptible to freezing.

The fresh water fill is in the door post of the front passenger door, near the door handle. Look for the orange plug in the fill port.

 Do not run the hose bib wide open. Fill the tank slowly.

Both tanks are filled from the interior tank port - water will flow from the interior tank down into the exterior tank as you continue to run water into the interior tank fill port. When both tanks are full, water will overflow out of the fill port.

To fill the tanks and use the water from the on-board tanks, make sure the city water valve remains closed

 Erwin Hymer Group NA recommends that you use a dedicated single purpose potable-water hose. These are usually white in color. Buy a new one and use it only for filling your tank and connecting to city water. View any hose lying around a campground with extreme skepticism, especially if there's a wastewater dump nearby. Large RVs use hoses to flush their wastewater system. Always flush the faucet and hose thoroughly before use.



City Water

Your Roadtrek can operate in either fully self-contained mode or can be connected to a water supply such as a campsite's faucet. If your city water connection has the words "Pressure Regulator" on it, you do not need an external regulator. If you're unsure, use an external regulator.

 Campgrounds and municipalities vary greatly in supplied water pressure. Before connecting to external water supplies, purchase and install a pressure regulator inline with the water connection.

 If you have any doubts about water pressure or don't have a regulator with you, you can always just fill your fresh water tank using the gravity fill, and use your water pump to supply water.

The city water inlet connection is located in the front utility bay just behind the driver's side front tire.



Roadtrek recommends that you use a dedicated single purpose potable-water hose. These are usually white in color. Buy a new one and use it only for filling your tanks and connecting to city water. View any hose lying around a campground with extreme skepticism, especially if there's a wastewater dump nearby. Large RVs use hoses to flush their wastewater system.

To connect the Roadtrek's water system to an outside source:

- Turn the water pump off.
- Close the city tank fill valve by turning the handle to the vertical position.
- Close all interior faucets.
- Flush old water and any contaminants out of the water supply faucet.
- Connect your fresh water hose to the faucet.
- Attach your pressure regulator to the Roadtrek's city water connection.
- Attach a fresh water hose to the pressure regulator.
- Slowly open the faucet of the city water source.
- The city water connection by-passes the water pump and fresh water tank. Therefore, the use of these items is not necessary when connected directly to an external water source.

To disconnect the city water connection:

- Turn off the external water source.
- Open a faucet to relieve the pressure in the system. Failure to do so will not damage your vehicle, but may result in an unexpected shower. The galley sink is a convenient place to do this.
- If you used the City valve to fill the tanks, close it.
- Remove the hose from the city water connection, and replace the cap on the fill connection.



If you hear your pump running and water pressure is low inside the vehicle after disconnecting from an external water source, it is because you have not properly positioned the city water valve. Make sure the black plastic handle is vertical, and perpendicular to the water line when your water system is in self-contained mode.

See HOWTO: Potable Water Use for more information on your fresh water system.



City water valve, shown closed
(water is taken from on board)



Valve access panel, on left end of
side door opening



Built in pressure regulator



City water connection, driver's side
behind front access bay door

Waste Water

Sink and shower drain water drains into the gray water tank; the black water tanks contains the material flushed down the toilet. 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.

The gray and black water tank level indicators on the control panel will give you an approximate indicator of your tank levels. See HOWTO: Monitor Panel for more information on indicators. When the gray water tanks is full to capacity, water will no longer drain down the shower and sink drains, and you need to dump the tanks 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.



Do not throw any paper towels, personal wipes, rags, baby wipes, tampons, hairballs, etc. into the toilet. The waste water pump is not capable of handling these types of solids and may jam or be damaged. Use toilet paper intended for RVs or septic systems.



If in doubt, take a tissue, and leave it in a glass of water. Stir with a spoon a couple of times. If it falls apart into a gooey slurry after a few minutes it's safe for your tank. If it stays together, swells up, or clumps into a solid mass, it's not safe and should be disposed of in the trash and not down the toilet.



See HOWTO: Waste Water Dumping for more information on dumping.

Heating and Cooling

Standard Alde Hydronic System

The Alde hydronic system provides hot water, coach heating, and engine preheating for your Roadtrek. Power is supplied by either shore power, power generated by the engine generator, heat from the engine, or propane. The Alde control unit is located on the driver's side of the coach, behind the cabinet to the left of the galley, facing the rear lounge/bed area.

Vent for
Alde unit on
driver's side
exterior



Alde control
unit

Press the ON button on the bottom left corner to access the menu. Follow the instructions for operation in your Alde manual.

Alde Coolant

The Alde system uses a VW G12++ specification anti-freeze. The anti-freeze reservoir is in the closet. To check the level of antifreeze, visually check the level in the bottle. If the level is low, add the specified antifreeze to the bottle. Run the system and check periodically. It may take several hours of operation for all the air bubbles to work themselves out of the system.

The anti-freeze level should be checked before and after storage, and the system should be flushed and anti-freeze replaced every 2 years.

Alde Frost Protection Mode

The Alde system will protect itself from freezing by dumping the water in its tank onto the ground beneath your vehicle if the temperature approaches freezing. This protects the Alde plumbing only; you still need to winterize the remaining water system in your Roadtrek to prevent damage to the water lines and other components. You can also drain the system manually by turning the valve to the tripped position.

If your Alde system has dumped, you need to reset the frost control valve in the compartment under the driver's side bench before using the water system again. Open the compartment, turn the valve 90 degrees from its tripped position pointing toward the valve in the blue water line to a

position parallel to the blue line, and press the blue button at the base of the frost control valve on the side opposite the blue line. The Alde unit will now function normally, provided that the air temperature around the valve is high enough.



Alde rest button



Alde front control valve in operating position



Frost control valve in tripped position

Alde Engine Heat Exchanger

The Alde system on the CS is provisioned with an engine heat exchanger. This heat exchanger can preheat your engine in cold temps, or it can use the engine heat to heat the cabin and provide hot water.



The heat exchanger access panel on the outboard side of the passenger seat pedestal



The heat exchanger valve open (as shown) allows the heat exchange to take place



The switch is located on the inboard side of the passenger seat pedestal

To prevent any engine heat from warming the cabin (as in hot climates), shut off the heat exchanger valve.

Engine Pre-Heat

To use the Alde to pre-heat the engine in severely cold environments, turn the Alde on to heat using either propane or electric, open the valve, and turn on the switch.

Set the Alde pump to run continuously.

 It may take an hour or two for the pre-heat to be effective, depending on ambient temperatures.

Modes of Operation for Heating and Hot Water

For All Modes

Set the room temperature and water temperatures as desired on the Alde panel.

To Use Engine Heat

To heat the living space and make hot water with engine heat, turn off the two heat sources on the Alde panel (turn off propane and electric),

Open the valve at the heat exchanger. The engine must be running and at operating temperature.

 Roadtrek recommends that you use engine heat while driving in cold climates. This will keep the floor heated for maximum comfort when you stop.

To Use Propane or Electric

To use electric or propane, turn on that source at the Alde panel.

Cooling

The roof-mounted air conditioner in your Roadtrek will provide cool air while camping, and will also operate for short intervals while driving with the optional engine generator and the 2,500W inverter. Do not operate the air conditioner while driving with the propane generator.

Refer to the air conditioner manual for details of use.

Thermostat

The thermostat controls the air conditioning unit. Set the thermostat on "cool" and set the desired temperature.

Some models also have a small heat strip in the air conditioning which will blow warm air, but this produces heat directly from electricity and is not recommended for heating the cabin for extended periods of time unless you are attached to shore power or running the engine. For all other circumstances, use the regular heating system to heat the cabin. If your unit has the heat strip option, you can operate it by turning the thermostat to "furnace" and setting the desired temperature.

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

Electric System

Refer to Monitor Panel for locations of the controls referred to in this article.

Batteries

AGM

The standard batteries in your Roadtrek are sealed AGM (absorbed glass mat) batteries. Do not attempt to open them. There is no user maintenance possible on these batteries except keeping them charged - you never have to add water to them.



Do not add water to the batteries. Do not attempt to open them. There is no user maintenance possible on these batteries except keeping them charged.



Battery maintenance, i.e. keeping the batteries charged, is the responsibility of the dealer while the vehicle is unsold, and the responsibility of the owner once sold. Roadtrek does not cover warranty replacement of the batteries for lack of maintenance.

Roadtrek places the coach batteries under the hood, but the actual chassis battery that powers the engine, headlights, etc. is under the driver's floor. Mercedes has created jumper cable points under the hood in case you have to jump your battery to get your engine started. Use these. They will start your engine - jumping the coach batteries won't, and will probably damage your inverter and other sensitive electronic components in your Roadtrek.



Do NOT attach jumper cables to the 6 volt coach batteries under the hood on the driver's side. Attaching a high amperage 12 volt power supply to a 6 volt battery is very dangerous. Use the Mercedes jumper attachment points instead.

Lithium Batteries



EcoTrek 400 dual controls



Jump starting an EcoTrek 200; note the left bank is off

Each EcoTrek 200 battery has its own control. A single EcoTrek 200 will have one rocker switch at the bottom and one pushbutton switch at the top of the panel. An EcoTrek 400 will have two sets of switches, and so on.

The lower rocker switch turns on the bank. In normal operation this switch should always be on. This powers the battery management system, which manages all functions of the EcoTrek 200, including charging, voltage protection, and the battery heaters when it gets cold.

The battery management system will turn off the batteries when they are run down to near empty. The system will still accept charge, but will no longer provide power.

Turning On the Batteries

Press the lower rocker switch to turn it on. If the batteries don't come on right away (the blue indicator light does not come on) press the reset button for about 30 seconds to power up the Battery Management System. As a rule of thumb, when you turn on the batteries, also press the rest button as well. It will reset the management system that maintains the health of the batteries

If the Batteries Are Depleted

Unplug from shore power. Turn off inverter. Start the engine. Allow about 30 seconds for the batteries to start. If necessary, press the RESET button on top of the panel. Once the batteries are on, plug into shore power if desired and turn off the engine.

When not in use, turn the batteries off. When storing the batteries for extended periods, charge them overnight first.



In cold weather, the battery management system will start the battery heaters first to warm up the batteries. Depending on the temperature, it could be a while until the batteries are at a temperature where they can be charged.



If you have more than one EcoTrek 200, and all have been depleted, start one first, allow it to charge for 30 minutes or an hour, then bring up the others. The current draw is the highest at the start, and this allows the charging system to keep up. Strictly speaking this is not necessary, but it is a useful guideline.



If you store your Roadtrek in cold weather, leave the EcoTrek batteries on and plug in so that the battery management system can continue to heat and charge the batteries as needed.

Jump Starting Your Engine

To use jumper cables, refer to the Mercedes Owner's Manual for the procedures.



Coach batteries and negative jumper attachment point – brass stud protruding from side wall of engine compartment

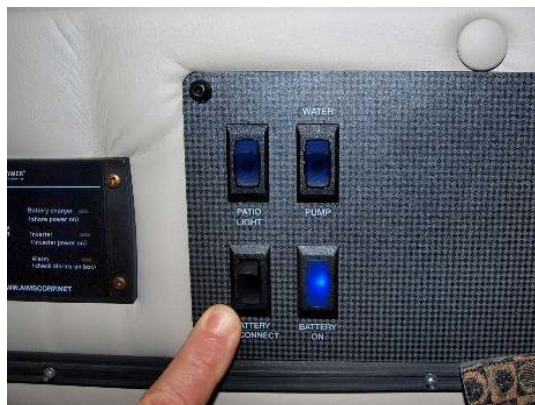


Positive jumper point, on driver's side of the engine. Red disc is pushed back to expose the contact

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.

Battery
disconnect switch



Monitor panel for
units propane
generator

Standard 2500 Watt Inverter

The inverter switch turns on the inverter, which produces 120 volt household current from the battery bank. Turn this switch on whenever you wish to use any 120 volt appliance, such as the television or DVD player, or want to plug one of your appliances into an electrical receptacle. Turn this switch off upon retiring at night or when the system is not in use, since the inverter produces a small but steady drain on the batteries even though none of the 120 volt electricity is being used.

The inverter is configured at the factory for the batteries and power sources in the Roadtrek. Please do not change any settings without consulting your owner's manual and dealer. If you still have questions, contact the factory.

❗ The inverter must be on to charge your batteries from shore power.

Optional Engine Generator

Your vehicle may be equipped with this option. If so, you typically have all the electricity you can use driving down the road because the engine generator is producing electrical power. However, once stopped, and particularly after sunset when the solar panel is not producing electricity, turning off electrical items when not in use will make the charge in your batteries last for a longer period of time.



2500 watt inverter



Engine generator

If your vehicle is equipped with an engine generator, the engine generator is mounted on the vehicle engine and is operated by idling the vehicle engine. If your coach batteries are low, simply start the vehicle engine and let it idle until the batteries are sufficiently charged. Usually 30 minutes of idling are enough to restore moderately depleted coach batteries to a useful level of charge.

As with a conventional generator, always close the rear windows of the vehicle and turn off the roof ventilation fan when the engine generator is charging the batteries to avoid exhaust entering the vehicle's interior.

The engine generator is charging the coach batteries whenever the vehicle's engine is in operation, which means you are charging them as you drive. You will arrive at your camping destination with fully charged coach batteries.

There is no required maintenance for the engine generator. Note, however, that your vehicle's serpentine belt (the belt which drives the vehicle's alternator, water pump, power steering, etc.) will be different than the one for similar vehicles without the engine generator, so carrying a spare belt may be prudent in case you have a serpentine belt failure while traveling.

NAPA belt number for long wheelbase Sprinter Roadtrek's with the engine generator is 060523HD, and the belt dimensions are 13/16" x 52 7/8" or 20 mm x 1342 mm outside circumference.



Solar controller in cabinet above galley

Solar Panels

The solar panels operate automatically and the charger and controller are configured at the factory. There are no user-configurable options on the controller.

Shore Power

The shore power connector is located on the driver's side, on the right of the rear side compartment, just in front of the rear wheel. See HOWTO: Shore Power for a concise description of how to connect to shore power. The switchover from shore power to inverter is automatic - the inverter will sense the incoming shore power as soon as you plug it in.



Power cord stored beneath sofa



Shore Power connection point



L-shaped prong on plug, and corresponding L-shaped hole in cord end



Attached shore power cord

This plug goes in only one way - find the prong with the right angle (L-shaped) on the cord end and on the socket, and align them. Once the plug is pushed in all the way, turn it slightly clockwise to lock it into place and tighten the black plastic threaded ring around the outside of the socket.

To disconnect, unthread the black plastic ring and rotate the plug slightly counterclockwise to pull it out.

Electrical Outlets

The outlets are powered from the inverter. The outlets are protected by GFCI (ground fault circuit interrupters). All the outlets in your Roadtrek should have power if your inverter is on.

The electrical outlets above the galley and in the compartment behind the passenger side rear captain's seat 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 load conditions.



GFCI plug over galley (exact location may vary)



GFCI plug behind rear captain's seat

If you are not getting power from an outlet, check and reset this button if needed by pushing it in. The one over the galley provides protection for outlets on the driver's side of the Roadtrek. The outlet behind the passenger side rear captain's chair provides GFCI protection for the TV and DVD player, so check it if your TV is not receiving power. There is also a 12 volt cigarette type power outlet behind the rear captain's chair.

See the information labels attached to the driver door post.

Monitor Panel

Location

The monitor panel is located inside the side door, above the rear captain's seat. To the left of the main monitor panel is the inverter switch.

Power Sources



Monitor Panel



Inverter Control Panel

The monitor panel controls two separate power sources; the 12 volt DC power and the 120 volt AC power via the inverter. The inverter switch also has a shore power and battery charging indicator.

12 Volt DC Power

The EcoTrek Batteries

If your Roadtrek has the optional EcoTrek batteries, you have individual switches for each EcoTrek 200 module.



EcoTrek 400 dual



Jump starting an EcoTrek 200; note the left bank is off

A single EcoTrek 200 will have one rocker switch at the bottom and one pushbutton switch at the top of the panel. An EcoTrek 400 will have two sets of switches, and so on.

The lower rocker switch turns on the bank. In normal operation, this switch should always be on. This powers the battery management system, which manages all functions of the EcoTrek 200, including charging, voltage protection, and the battery heaters when it gets cold.

The battery management system will turn off the batteries when they are run down to near empty. The system will still accept charge, but will no longer provide power.

Turning on the Batteries

Press the lower rocker switch to turn it on. Press the reset button for about 30 seconds to power up the Battery Management System.

When not in use, turn the batteries off. When storing the batteries for extended periods, charge them overnight first.



In cold weather, the battery management system will start the battery heaters first to warm up the batteries. Depending on the temperature, it could be between 30-60 minutes depending on outside temperatures) until the batteries are at a temperature where they can be charged.



If you have more than one EcoTrek 200, and all have been depleted, start one first, allow it to charge for 30 minutes or an hour, then bring up the others. The current draw is the highest at the start, and this allows the charging system to keep up. Strictly speaking this is not necessary, but it is a useful guideline.



If you store your Roadtrek in cold weather, leave the EcoTrek batteries on and plugged in so that the battery management system can continue to heat and charge the batteries as needed.

The 12V Main Power Switch

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

 If you have the optional EcoTrek battery modules, they must be powered on first.

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, with the exception of the Webasto diesel-burning water heating system, which has its own on-off switch on the main control back by the television. Remember to turn off three switches - the inverter switch, the battery disconnect switch, and the Webasto system all off when your E-Trek 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 that the battery power is on.



Inverter

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

Turn the inverter on only when you need household power. It uses a fair amount of energy just being on, so turn it on when you need power and turn it off when you don't.

 **Do not change the setting on the inverter itself. That switch must be OFF for the remote panel to have any effect.**

Shore Power and Battery Charge Indicator

There is a shore power indicator and battery charging indicator light on the right side of the remote inverter switch to show you when the system is receiving shore power and charging your batteries.

Other Switches

Patio Light

On the control panel, the top left switch is the patio lights switch. 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.



Patio light switch



Water pump switch



Tank and battery level indicators

Water Pump Switch

The button to the right of the patio light switch is the water pump switch. 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 makes a characteristic noise when it is out of water, and should not be run without water. If your fresh water tank runs dry, turn the pump off until you refill the tank. As with the patio light switch, pressing the top of the button turns the pump on, and pressing the bottom turns it off.

The water pump can be left on to provide on-demand water as long as the tank has water in it and the pump is not running dry.

Tank Levels and Battery Charge Indicators

To the right of the control panel are the indicator lights for the battery charge level, the fresh water tank level, and the black and gray water tank levels. Press the button for each to see the display.

These indicator lights will give you an approximate reading, to the nearest third, of how much is in each tank. The four indicator light levels for the battery represent low, fair, good, and charging states of charge.

Distribution Panel

The distribution panel is located over the driver's head on the overhead panel. The 120 volt AC breakers and 12 volt DC fuses are each behind their own black plastic cover. Information on what light or appliance each breaker and fuse supplies power to is written on the inside of the lid for each compartment.



120 volt AC distribution center



12 volt DC fuse box

AC Breaker Panel

The 120 volt breakers are located on the driver's side on the flat wood panel above the driver's seat, behind a black plastic panel. Flip the cover down and note the sticker under the cover with the identifying information on each breaker. When storing the Roadtrek for the winter, turn off the battery disconnect switch, your inverter, and all circuit breakers in this panel.

12 Volt Fuse Panel

The 12 volt fuses are located beside the 120 volt AC circuit breaker box, in the wood panel above the driver's head. The sticker on the inside of the cover has identifying information for each fuse telling you what light or appliance each fuse supplies power to.

Alarms and Warnings

CO Monitor

Your vehicle has been equipped with a combination propane leak and carbon monoxide detection device for your protection. The carbon monoxide and propane detector is located on the passenger side, near the floor under the TV.

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 right of the monitor panel. It is powered by a commonly available 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.

Fire Extinguisher

Your Roadtrek comes equipped with a dry chemical fire extinguisher suitable for all fires. 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.



Propane and Carbon Monoxide alarm



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 Mercedes Sprinter manual recommends checking tire pressures regularly - at least every other week, and definitely before a long trip. Tire rotation intervals depend on wear and other factors, but tires should be rotated at least every maintenance interval - every 40,000 km/24,000 miles. Follow the tire rotation pattern for dual rear wheel models in your owner's manual.

Occupant Cargo Carrying Capacity (OCCC)

See the information labels attached to the driver door post, and the inside of the lower galley cabinet door.

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 labor, 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 E-Trek.

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 E-Trek 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 E-Trek clean and shiny.

Other Maintenance Checks

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

Spare Tire Storage

The spare tire is located on the driver's side, behind the third utility bay door just in front of the rear tire and below the vehicle.

The jack is stored beneath the front passenger's feet behind a plastic panel. Pull up the floormat, turn the plastic plug 90 degrees with a coin or key in the slot on the plug, and the panel will come loose to reveal the jack and lug nut wrench.



The spare wheel is located on the driver side behind the rear storage door.



The spare wheel on the 3500 Sprinter-based vehicles with the dual rear wheels is very heavy. If you are not confident you can handle the weight it would be better to have a technician perform a wheel change.

- DO NOT jack up the vehicle before you remove the spare tire. You need the vehicle flat on the ground with the front tires chocked and the emergency brake securely applied to remove the spare tire.
- Locate the jack handle (three pieces of steel tubing in the pouch) and the "banana" lever in the jack compartment.
- Locate the 19 mm - 3/4 inch wrench which came in the white box of Roadtrek accessories. Roadtrek recommends you keep this in the glovebox when not in use so that it will be readily available.



- Connect the three pieces of the jack handle, and insert the assembled handle into the open end of the "banana" lever.
- Raise and secure the utility bay access door covering the spare tire carrier.

Obtaining Service

When your Roadtrek needs service, determine if the issue is with the Roadtrek upfits or the Sprinter 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 Mercedes service. Advise the service writer that you have an extended 3500 van, rather than a "motorhome". Some dealerships do not want to work on motorhomes, but most can service a 1 ton van.



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 Mercedes 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 (includes water heater)	21 gallons/125 liters
Fresh Water tank capacity	30 gallons/114 litres
Gray water tank capacity	21 gallons/79 litres
Black water tank capacity	10 gallons/38 litres
Battery type	AGM, maintenance free
Battery capacity	190 AMP hours (standard)
Propane tank size	16 gallons/61 litres
Propane tank capacity at 80%	4.7 gallons/18.8litres
Water heater capacity	12.8 gallons/48 litres
Furnace	16,000 BTUs/hour
Refrigerator	2-way (12VDC, 120VAC)
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.

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 when you purchase your Roadtrek.

CHANGE OF OWNER NAME OR ADDRESS FORM IMPORTANT - To owner with New Address or Used-Vehicle Buyer - complete and mail for accuracy of recall mailing records													
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 ☐ RR/ ☐ HCR		☐ RR/ ☐ HCR Box No.	
City						State		ZIP Code			ZIP +4		
Phone No.						Prov.			Postal Code				
Month Day Year						Email Address							
Current Date													
Questions or concerns?: sales@roadtrek.com													

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>