Operation & Troubleshooting

Terms & Insurance Conditions

PLEASE RETURN THIS MANUAL TO THE OFFICE
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INTRODUCTION

Thank you for choosing ROAD BEAR RV / BRITZ USA for your motorhome vacation.

We provide this manual as a guide and it describes the operation of the motorhome equipment in general. Due to differences between similar equipment and motorhome models as well as changes from year to year, we cannot precisely describe every motorhome or its equipment individually. The systems and operation are very similar if not the same. Please read the following information thoroughly.

Your personal walk-through may have been overwhelming or just too much information in a short time. Please take a few minutes and read this manual carefully. Familiarize yourself with the vehicle. This will ensure that you get the best use of the motorhome.

We at ROAD BEAR RV / BRITZ USA are committed to make your vacation as fun and trouble-free as possible. In the event of unanswered questions or a malfunction please call our Help Desk* during business hours (California / Pacific Time).

* Road Bear RV / Britz USA are not liable for any air time, data, roaming or other charges related to phone calls or electronic messages to/from our Help Desk

This document is the property of ROAD BEAR RV and is for informational purposes only

ROAD BEAR RV reserves the right to change the documentation at any time without prior notice. ROAD BEAR RV does not assume any liability for the accuracy of any instructions or specifications contained herein. The document is not intended to describe the specific function of any appliance or item within a particular motorhome. Please assure yourself of the contents and the operation of each item in your motorhome before you leave our rental location. Our employees are able to give you specific instructions. Please ask if you have any questions.

This document is not to be duplicated in any way without written consent by ROAD BEAR RV.

Cover photograph: -

Agoura Hills, CA / February 2019
GENERAL CONDITIONS

1. INSURANCE
   I hereby confirm that I have received and accept the insurance conditions.

2. DAMAGE (VEHICLE CONDITION) REPORT
   It is the renter’s responsibility to inspect the vehicle for existing damages before leaving our property. All interior and exterior damages (incl. windshield), scratches, dents, etc. need to be marked on the Damage Report Form in order not to be charged at vehicle return!

3. COLLISIONS (ACCIDENTAL or OTHERWISE)
   In case of a 3rd party collision with injuries or serious damage to the vehicle(s) you are required to call the police and have them take a report. Take note of the officer’s name, ID, the case number and contact information to request the report. Independent of any police report and for minor collisions, the provided Collision Report form has to be completed immediately by the renter and documented with pictures if possible. Road Bear RV / BRITZ USA has to be contacted no later than the next business day. If 3rd party collisions are not reported on time or if no police report can be provided, the insurance has the right to decline coverage.

4. SECURITY DEPOSIT
   A $1,000 security deposit (in the amount of the insurance deductible) is due at time of vehicle pick up and based on the credit card company rules, will be authorized for reservations up to 29 nights; for reservations of 30 nights and longer the amount is charged on the credit card. Additional deposits may be required or charged for special events such as a regional festival, “Coachella”, “Burning Man”, “Stagecoach”, “Further Future”, “NASCAR”, etc. when a surcharge applies or if no mileage has been pre-purchased, etc. Cash deposits are a minimum of $3,000. Regardless of the customer being at fault or not, before handing out a replacement vehicle, we request from the customer an additional security deposit of $2,000 charged on the credit card. Such amount will be reimbursed at drop-off (minus any fees/charges).

5. CHILD SEAT
   It is solely the renter’s responsibility to comply with any and all state or federal child safety seat laws during the rental period. Proper installation according to law and user guidelines in the rental vehicle or shuttle van is the renter’s responsibility. Road Bear RV / BRITZ USA does not provide or rent child seats and the use of second-hand seats is at the discretion of the renter. Shuttle transport can be declined if a proper child seat is not provided by the renter. Renters are not allowed to send child seats to our offices. More information on child seats can be found under: safeseats4kids.aaa.com / nhtsa.gov
6. DRIVING SAFETY
   With your signature below you acknowledge the reference of the “Driving Safety Form” in the Renters Manual and certify your ability and intent to operate the rented vehicle in a prudent and safe manner and in accordance with all laws.

7. VEHICLE SUBSTITUTION
   If for any reason the booked vehicle should not be available Road Bear RV / BRITZ USA reserves the right to substitute a higher-rated vehicle at no additional cost. Should a lower-rated vehicle be substituted the Road Bear RV / BRITZ USA liability is limited to the refund of the gross rate difference of the two vehicles.

8. GLOBAL POSITIONING SYSTEM – LEGAL NOTICE
   It is your responsibility as the operator and driver of the vehicle to observe safe driving practices and to place, secure, and use the GPS in a manner that will not cause collisions, personal injury or property damage. Do NOT handle or operate the GPS while the vehicle’s transmission is in gear – you should be safely stopped. NEVER operate your GPS while driving – it is unsafe and dangerous! The GPS is provided as a navigational aid. Road Bear RV / BRITZ USA and Service Provider do not guarantee the error-free operation of the product nor the completeness or accuracy of the services or any content provided hereon (such as road construction or detours). Road Bear RV / BRITZ USA and Service Provider do not accept and disclaim any liability for any loss or damage arising out of, or in connection with, the use or inability to use the services or any content. It is your responsibility as the operator and driver of the vehicle to follow all traffic rules, signs and laws and to assure that the route selected and/or suggested by the GPS is suitable and/or permissible for your type of vehicle, especially in regards to vehicle size, height, width and weight!

9. MOBILE HOTSPOT - TravelTab
   Wi-Fi Hotspot by TravelTab - “The World at Your Fingertips - What you need, when you need it.” TravelTab offers navigation in multiple languages including turn by turn directions, real time traffic details and in the USA and Canada a secure Wi-Fi Hotspot connection for up to 5 devices (unlimited data). International and domestic calling and texting are available at affordable rates (limited minutes/text per day included). Cost to replace device $499, fix broken screen $250, loss or damage of any of the accessories $15 (plus sales tax). Note that the device is non-operational after the return date!

10. RESTRICTIONS
    Smoking / Pets: Are not allowed. (Minimum charge of $250 plus applicable damages).
    Death Valley: Traveling into or thru Death Valley is not permitted between June 15 and September 15.
    Alaska: Traveling to and within Alaska, Yukon and Northwest Territories is permitted as long as Road Bear RV / Britz USA has been advised at the time of booking.
    Mexico: Traveling into Mexico is not permitted.
    Others: Traveling on any private, gravel, dirt, fire or logging road and other non-public roads, beaches, etc. is not permitted. Traveling in or through the Inner cities of New York, Montreal and Quebec City (Canada) is not permitted.
**11. WINTERIZATION & SNOW CHAINS**

Vehicles rented between October 31st and March 31st may be winterized depending on seasonal weather conditions at the rental location or travel destination. If a vehicle is winterized the water system cannot be used. It is the renter’s responsibility to ensure the vehicle is winterized (again) when needed. Any damages to the water system are the renter’s liability.

All pick-ups from Seattle are required to carry snow chains. The use of snow chains is not permitted due to insurance regulations. If the seal is broken a fee of $99.00 will apply at drop off – NO Exceptions.

**12. TOLLS, PARKING & TRAFFIC VIOLATIONS (TICKETS)**

Toll road fees, parking citations, and traffic violations have to be paid before the due date, but no later than at vehicle return. Inform Road Bear RV / BRITZ USA about a ticket if it is due before the return date. With your signature below you authorize Road Bear RV / BRITZ USA to charge your credit card for any fines, all late fees and a $100 administrative fee per incident for any ticket not paid on time or at vehicle return.

**13. FUEL & PROPANE**

The cost of fuel (gasoline) and propane is not included in any rental rate and Road Bear RV / BRITZ USA does not assume responsibility for estimates of consumption. All vehicles are delivered with full tanks and the customer is expected to return the vehicle with full tanks or will be charged accordingly.

**14. MAINTENANCE AND REPAIRS**

**Maintenance:** The customer is responsible for checking the engine oil and coolant levels at each refueling stop as well as reporting mechanical failures immediately. An oil change is required every 5000 miles driven after vehicle pick up. Coolant refills, oil changes, and authorized repairs will be reimbursed upon return of the vehicle and presentation of all receipts (see mechanical breakdown). It is the driver’s responsibility to operate the vehicle in a safe manner and to exercise all caution possible. Generator oil needs to be checked every 8 operating hours. For maintenance and repairs exceeding $50 the customer must call the Road Bear RV / BRITZ USA Help Desk to get an authorization. Non-authorized repairs over $50 will not be reimbursed. Receipts and replaced parts must be presented for reimbursement. Customer will be held responsible for mechanical damage due to negligent operation and/or lack of maintenance.

**Repairs:** Unauthorized repairs of the vehicle and its equipment over $50 will not be reimbursed. Receipts and replaced parts need to be presented for reimbursement. The renter will be held responsible for mechanical damages due to negligence in operation and/or lack of maintenance.
**TERMS & INSURANCE CONDITIONS**

15. MECHANICAL BREAKDOWN / TECHNICAL DIFFICULTIES
While our first and foremost priority is to provide excellent and high quality vehicles and service, unexpected technical difficulties can arise. To ensure that you can enjoy your motorhome experience we provide an extensive vehicle explanation and an operations manual with every vehicle, as well as our Help Desk phone number which is free of charge from any landline in the USA. Please note: We are not returning phone calls or accepting requests to call you back because you may be hiking, visiting a museum, etc. and not at the vehicle when we call. **Road Bear RV/Britz USA are not liable for any air time, data, roaming or other charges related to phone calls or electronic messages to/from our Help Desk.** You should call when at or near the vehicle. We further differentiate between an inconvenience and an emergency:

**An Emergency is:** when the motorhome cannot be driven safely anymore. An example is when the engine stopped working. In such a case the Vacation Interruption (VIP) Insurance applies (see point 1 – Insurance)

**An Inconvenience is:** the failure of comfort equipment – such as the DVD player not working or the slide-out not extending and therefore the interior space not increasing, things that require you to spend additional time, a workaround or a non-safety related feature that is not available. For example: purchasing ice because the refrigerator is not cooling. (For details see the VIP section of point 1 – Insurance)

16. REFUNDS/REIMBURSEMENTS
There are no refunds for unused rental time, unused mileage, unauthorized repairs, and/or repairs without a receipt.

17. COMPLIMENTARY SHUTTLE TRANSFER
A complimentary shuttle transfer is provided at all rental locations, once a day, to the airports DEN/EWR/LAS/LAX/MCO/SEA/SFO and to/from named airport hotels. Our permitted amount of luggage in accordance with the airline regulations for economy passengers is one suitcase (max. 50 lbs./23kg) plus two pieces of hand luggage per person. Excessive luggage (bicycle, child seat, wheel chairs) is the customer’s responsibility. Parents are responsible to provide a child or booster seat according to applicable laws (see point 5 - CHILD SEAT).

18. CHANGES TO THE RENTAL AGREEMENT
**Early return:** Early returns are possible Monday thru Friday no later than 4 pm, Saturdays no later than 12 pm. There are no returns on Sunday or Holidays or outside regular business hours. The main renter needs to be present at time of vehicle return. There is no key drop or parking in front of our properties.

**Extension:** To extend your rental, you need to contact the return (drop off) location in writing no later than 72 business hours before the scheduled return. Extensions are only possible based on availability of the same vehicle category. Unauthorized extension are charged by the current daily rate and a $300 handling fee per day.

**Other location:** For an unauthorized return at a location different than stated on the rental agreement additional fees (minimum $2/mile & flight) are due to cover the transport of the vehicle to the correct drop off location.
19. STORAGE, LOST & FOUND
Road Bear RV / BRITZ USA does not assume any liability for any damaged, lost or stolen personal property and items left behind in the vehicle or left/stored at our facilities.

20. VEHICLE RETURN

Time & date: The vehicle return begins at 8:00 am and needs to be concluded by 10:30 am (11:00 am if the shuttle transfer is not needed) on the date & location stated on the rental contract.

Cleanliness: The vehicle needs to be wiped & swept inside, waste water tanks emptied and the fuel and propane tanks full and garbage needs to be disposed to prevent being charged additional fees at the return location.

Late return: For an unauthorized late return after 11:00 am the sum of the actual nightly gross rental rate plus $300 for administration and handling will be charged for each day late.

Office hours: Vehicles cannot be returned outside our office hours due to the checkout procedure and final charges (see point 18).

Non-return: Should the vehicle not be returned at the designated location, the cost for transferring the motorhome to the proper location will be charged.

Shuttle Transfer: Complimentary transfers are provided once a day at 11:00 am to the airports DEN/EWR/LAS/LAX/MCO/SEA/SFO and to listed airport hotels. No transfer will be provided for vehicle returns not concluded at 10:30 am.

INSURANCE CONDITIONS

PUBLIC LIABILITY INSURANCE (included in the daily rate)
The Public Liability Insurance covers a 3rd party collision in the event that the renter is at fault. The insurance has no deductible. The policy protects the rental company up to US$ 1,000,000 and the renter to Statutory Limits (state mandated minimum liability coverage which can be changed by a state anytime without notice – you find the current limits online). Liability Insurance has no deductible and the current minimal coverages by state can be found on this website:

https://drivinglaws.aaa.com/tag/liability-laws/

SLI (SUPPLEMENTAL LIABILITY INSURANCE)
The optional SLI coverage provides the customer with an increased limit of liability protection. SLI increases the coverage over the state mandated minimum liability limits for the renter and any authorized driver listed on the rental agreement to US$ 1,000,000 against 3rd party damage claims.
PREMIUM VIP COVERAGE (included in the daily rate)

Premium VIP coverage includes secondary comprehensive and collision coverage for the rented vehicle with a deductible of US$ 1,000.00 per incident. Security deposit required: $1,000.00 (per credit card). Coverage includes but is not limited to:

- “Uninsured Motorist” in case the renter is involved in an accident with a non-insured driver
- Accidental damages to the vehicle (renter’s or 3rd party’s fault)
- Windshield, glass or tire damage
- Vehicle theft and fire (personal belongings are always excluded)
- Vandalism

No insurance coverage is provided (liability or comprehensive & collision) while traveling into non-authorized areas including but not limited to the country of Mexico, the inner cities of New York, Montreal and Quebec (Canada).

VIP (Vacation Interruption Protection)-Coverage reduces the deductible for theft and accidental damages (also if renter is not at fault) to $1,000 per incident (exceptions: “non-covered damages”). Personal belongings are never covered. If the renter's motorhome vacation is interrupted by an automotive mechanical breakdown (not collision or damages caused by others or the renter) for more than 12 business hours after reporting such incident to Road Bear RV / BRITZ USA, the renter will be reimbursed for the greater of: (1) the gross daily rate or (2) expenses for hotel rooms up to $25 per person per night and car rental up to $50 per day per motorhome up to a maximum of $1,500 per trip. Receipts for all incurred expenses must be presented for a refund. Defective comfort equipment such as radio, TV, DVD, CD, Bluetooth, USB, GPS, Wi-Fi (TravelTab), generator, batteries, air conditioner, refrigerator, furnace, water heater, cruise control, awning, slide-out, etc. are not considered mechanical breakdowns and are excluded from VIP reimbursement.

Non-Covered Damages

No liability, comprehensive or collision insurance coverage is provided and the customer has full legal and financial responsibility in case of:

- Damages to the interior of the vehicle
- Personal injury, personal items and property
- Carrying more passengers than having seat belts available
- Deliberate or willful damages caused by the renter or his guests
- Damages caused to the vehicle by abuse or misuse for illegal activities
- Damages where the customer is charged by the local authorities for being careless
- Damages caused by freezing, e.g. unit not winterized, or overheating of vehicle or systems
TERMS & INSURANCE CONDITIONS

- Driving the vehicle without a rental agreement, in breach or violation of the rental agreement or by non-authorized drivers
- Damages and accidents caused under the influence of alcohol, drugs or any other controlled substance
- Damages and injuries caused by neglecting proper operating procedures, e.g. incorrect fuel type or quality, ignoring oil or coolant levels, air pressure, etc., by overloading the vehicle and/or exceeding the legal towing capacity (towing limit is with proper equipment 1,500 lbs. – enclosed trailers, boats or vehicles are not allowed)
- Damages where the customer is showing gross negligence or willfulness in failing to abide by the local laws and rules or disregarding common sense resulting in damage to the vehicle or third-party vehicle or property
- Operation of the vehicle by anyone not meeting the age requirements or not listed on the rental agreement or not having a valid, original driver license
- Damages and losses due to “off-road” usage, or caused during travel in or thru restricted areas, following incorrect GPS guidance, traveling into non-authorized areas including but not limited to the country of Mexico, the inner cities of New York, Montreal and Quebec (Canada)
- As per our insurance conditions, we do not recommend tailgating (following too closely). Please keep a safe distance of at least 500 feet from the vehicle in front of you at all times

Please take note: In case of a claim, Road Bear RV / BRITZ USA will not act as an adjuster for any third-party insurances purchased by the renter (such as zero-deductible insurance, etc.)
HELP DESK

In case of an operational or technical problem and after consulting this manual, you can contact our Help Desk for assistance during business hours.

Mon. – Fri. 8:00 – 5:00, Sat. 8:00 – 1:00, Pacific Time

Keep in mind that most repair centers have business hours and are closed on weekends and Holidays.

The phone numbers are located on the key tag.

You can also contact us by e-mail for operational questions or to report collisions.

Please include your Vehicle Number (as listed on the Key Tag & Rental Contract) in the subject line.

To assist you we may have to ask questions or give you multi-step instructions, for which e-mail is not practical and will delay effective help. Please understand that we are not always able to return phone calls.

* Road Bear RV / Britz USA are not liable for any air time, data, roaming or other charges related to phone calls or electronic messages to/from our Help Desk.
Collision or Break-down

Flat tire, keys locked in or lost, out of fuel, engine or transmission problems, which prevent you from driving

Should you experience any kind of emergency that requires immediate professional medical, fire, or police assistance please call the nationwide emergency number 911 from any nearby telephone. Should you be involved in a vehicular collision, call the local police/sheriff/park ranger and inform us no later than the next business day to maintain insurance coverage – see page 14 for more details.

Should your motorhome no longer be drivable, call us at the numbers on the key tag or rental agreement.

**An emergency is when the motorhome cannot be driven anymore**

Please call the numbers on your key tag

24 hours a day – 7 days a week

All other calls 8:00 a.m. – 5:00 p.m. Monday – Friday (Pacific Time)

800/855/866/877 & 888 phone numbers are toll-free* which can be called from any landline phone!

* Road Bear RV / Britz USA are not liable for any air time, data, roaming or other charges related to phone calls or electronic messages to/from our Help Desk
DRIVING SAFETY

Be aware that you are driving a much larger and heavier vehicle than a car. This will cause the vehicle to react differently from what you may be used to. Failure to follow this safety information may result in an accident, injury or death. **Obey all local, state and federal traffic laws.** Plan your route in advance and know the vehicles dimensions and limitations!

Refueling (Gasoline and Propane)

Refueling of gasoline and propane **releases highly flammable fumes.** It is therefore mandatory to TURN OFF any spark emitting appliances (engine, refrigerator, water heater, furnace, etc.) **before** fueling. Turn off the engine and the battery disconnect switch by the entry door. **Turn it back ON after fueling.**

Side winds

**SLOW DOWN!**

Use caution or stop if necessary when traveling in high wind conditions. Do not ignore wind warnings on the radio or by traffic officers. When trucks park along the road – stop as well.

Following distance

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<td>5</td>
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The braking distance is much greater than for a car. **Keep a greater distance to the vehicle in front of you!** If you follow a truck, keep extra distance to reduce risk of damage to the windshield by stones thrown up.

Mountain driving

When driving in the mountains engage the transmissions tow/haul mode (separate button). This setting will provide improved pulling power for uphill and engine braking with transmission downshifts for downhill driving. To prevent brake overheating engage the tow/haul mode any time extra braking is required. Higher engine speed and noise are normal in tow/haul mode.

**Adjust your speed according to current road and traffic conditions!**
Driving at night

If you are driving at night, be aware that in many rural areas (especially in the wide open areas of the western states) wildlife and in some areas livestock can be encountered on the roads. Adjust your speed accordingly.

Seat belts

All passengers in the motorhome need to be buckled up. Children - typically up to age 6 or 60 pounds – need to be in a child or booster seat. Consult state regulations – see our website for further details.

DO NOT get up, cook, shower, use bathroom, walk around or lie on any bed in the motorhome while the vehicle is in motion!

The safety of yourself and your loved ones is very important.

GPS – Navigation System

NEVER operate any GPS device while driving – it is unsafe and dangerous! Do NOT handle a GPS while the vehicle transmission is in gear – stop and park before operating a GPS. Install and use a GPS device in such a manner that does not cause accidents, personal injury or property damage.

Overhead obstacles

Watch for low overpasses, low-hanging trees, roof edges and road signs. If needed, have a passenger step outside and guide you past the obstacle. Required vertical clearance for Class C is 12 feet (3.65m) and for Class A is 13 feet (3.95m). Entering parking structures is PROHIBITED!

Driveway entrances and rough road surface

Enter and exit driveways SLOW and at an angle – the rear of the motorhome could hit the ground. Drive slowly over ramps, humps, bumps, rough ground and other obstacles of any kind.

CAUTION - Cabinets could open and objects fall out!

Maneuvering & parking

Due to the vehicle length, turns need to be executed with extra caution. Turning too soon or too tight may lead to a collision with obstacles. Check your mirrors and drive slow during maneuvering.
The rear of the motorhome swings out wide and clips corners when making turns. Allow for extra room when making turns and parking. Ensure the rear wheels also clear any obstacles.

Park in an area with a lot of free space and use more than one parking spot if possible to ensure other cars do not park too close. You are responsible to pay for all parking spaces used! Parking structures are PROHIBITED!

When maneuvering on a campground or parking lot ALWAYS get help from a passenger → do not rely on mirrors or backup cameras only! Have someone outside of the motorhome checking for overhead- & side-clearance and obstacles.

**Back up (Reversing)**

ALWAYS get help from a passenger while backing up → do not rely on mirrors or backup cameras only! Have someone outside of the motorhome checking for overhead- & side-clearance and obstacles. Even if the motorhome is equipped with a rearview camera - there remain blind spots!

Damages caused by backing up are gross negligent and NOT covered by the insurance!

**Tunnels and narrow roads**

Drive slowly in tunnels and on narrow mountain roads. Many roads in National and State Parks have been built long before motorhomes were common vehicles. If you slow down when roads narrow, you are more likely able to avoid a mirror-to-mirror or other collisions.

**Mobile phone use while driving**

It is not just unsafe to use a cell phone while behind the wheel, but in most states it is illegal!

If you have to make a call – pull over or have a passenger make the call.
**Loose items**
Secure any loose items or equipment before you drive off. In case of an accident or emergency stop, such a loose item could cause severe injury.

**Break-in and theft**
Motorhomes can be a target of thieves. Keep all doors locked while the vehicle is in motion. Do not leave valuables like cameras, computers, etc. laying out where they can be seen. To prevent somebody from hiding in the vehicle, lock all windows and doors; open all curtains and remove the privacy curtain when leaving the motorhome. This helps the police/security personnel to spot suspicious activities. Should you have fallen victim to a theft or break-in, call the police and get a police report for your insurance.

**Emergency exits**
Emergency exits are clearly marked. Special window exits are not to be opened - except in emergencies.

**Hot surfaces**
Exhaust ports of furnace, water heater and generator are extremely hot when in use. Do not touch!

**Slippery when wet**
Enter steps and floors can be slippery when wet. Watch your step! Showers are very slippery when wet and not for use while vehicle is in motion.

**Risk of falling**
- The cab-over bunk bed is above the cockpit and one could fall out of bed. **ALWAYS use the safety net when small children sleep in the cab-over bunk**
- Watch your step when exiting the vehicle. If the motorhome is equipped with an entry step and it is retracted you could fall and get hurt. Electric step: wait until the step is fully extended before you step outside
- **For safety reasons, renters is not allowed access the roof area!**

**Traffic Rules**
There are some unique traffic rules in North America, not commonly encountered elsewhere. Road signs are often spelled out.

**Emergency vehicles**
If an emergency vehicle on duty is approaching from either direction with its siren and warning lights on, you are required to pull over to the right side of the road and stop until the emergency vehicle has passed.
**Traffic stop**

If a police car is following you with its flashing lights on, you have to pull over in a safe place as soon as possible and stop. Do NOT exit the vehicle and keep your hands visible for the officer. **Follow the officer’s instructions and answer all questions.** If you are issued a traffic ticket, call ROAD BEAR RV for further instructions.

**School bus**

If you encounter a stopped school bus with its red lights blinking **you are required to stop fully until the lights are turned off.** You have to stop from either direction if there is no raised center divider between the traffic lanes.

**Traffic lanes**

**Passing:** Only on a broken line on your side of the road. Only pass if there is no oncoming traffic. The motorhome is heavier, longer and slower than a car and needs more room and time to pass another vehicle.

**Turning:** If there is a center lane, you may use it to make a left hand turn. You may also use the center lane when entering traffic.

**Hand signals**

Should the turn or brake lights fail, you are required to signal your intentions by hand.

*These traffic rules are by no means complete and all traffic laws are applicable.*
MOTORHOME SAFETY EQUIPMENT

PROPANE & CARBON MONOXIDE DETECTOR

Carbon Monoxide is an odorless gas often caused by burning. Propane is very flammable, heavier than air and smells like rotten eggs. It is used for heating, cooking and refrigeration. For your safety, a propane & carbon monoxide detector is installed in each motorhome often near the kitchen - just above the floor. Green (blinking) light = Normal. Blinking red or red/green light = Error – have it checked before you stop for the night! Red (blinking) light and fast loud high pitch chirping = Danger - high propane or carbon monoxide levels. Proceed immediately with the following steps:

1. Turn off all open flames – do NOT touch electrical switches (potential sparks!)
2. Exit the vehicle immediately and close the main valve on the propane tank
3. Turn off the battery disconnect switch at the entry door
4. Wait several minutes before re-entering the vehicle
5. Open windows and the entry door - allow the propane/carbon monoxide to fully dissipate
6. Ensure the stove and oven burner valves are closed; turn off the water heater, the furnace, refrigerator and generator
7. Reset the alarm by pushing the test/mute button – blow into the opening
8. Turn the main valve on the propane tank back on – if you smell propane again – turn it back off and call our Help Desk
9. If you do not smell propane and the alarm does not go off anymore, the source of the leak may have been a temporarily open valve at the cook top

Certain cleaning solvents, aerosol sprays, dust and camp fire fumes can also trigger the alarm. Blowing into the sensor can help to clear it out.

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<th>TROUBLESHOOTER</th>
<th>CO detector alarm going off</th>
<th>CO in coach</th>
<th>Open all windows - turn off engine and/or generator</th>
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<tr>
<td>CO detector “chirping”/60 sec.</td>
<td>Low coach battery voltage</td>
<td>Recharge coach battery by starting engine</td>
<td></td>
</tr>
<tr>
<td>Propane detector alarm going off</td>
<td>Possible propane leak in system</td>
<td>See steps above</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Cleaners or fumes activating alarm</td>
<td>Press mute/test button, blow into the alarm and air out motorhome thoroughly</td>
<td></td>
</tr>
<tr>
<td>Propane detector “chirping”/60-90 sec.</td>
<td>Low coach battery voltage</td>
<td>Recharge coach battery by starting engine</td>
<td></td>
</tr>
</tbody>
</table>

Foul egg smell in and/or around motorhome

Possible propane leak

- See above steps
- Have the gas system checked and leak repaired before using again
- Call Help Desk

After recent refilling of propane tank:
Vapor valve not fully closed

Close Vapor valve on propane tank completely
**SMOKE DETECTOR & FIRE EXTINGUISHER**

Every motorhome is equipped with a fire extinguisher near the entry door. The smoke alarm is mounted to the ceiling, usually near the kitchen. The alarm sounds off a very shrill beep if it detects smoke – indicating a potential fire. Sometimes, cooking will also make the alarm to sound – please make sure you only cook with an open window and the range hood or roof vent fan running.

If the alarm sounds, proceed with the following steps immediately:

1. Turn off any propane appliance – cook top, furnace, etc.
2. Extinguish any visible flames, using the fire extinguisher
3. If the fire cannot be extinguished, exit the vehicle immediately. Turn off the battery disconnect switch and close the main valve on the propane tank
4. Get help – call the fire department 9-1-1!
5. Once everybody is safe and the fire has been extinguished, call our Help Desk for further assistance

If there was no fire, open a few windows and get fresh air thru the motorhome. To reset the alarm push the test button until it beeps.

A regular low pitch beep about every 60 – 90 seconds indicates low battery voltage.

### TROUBLESHOOTING

<table>
<thead>
<tr>
<th>Issue</th>
<th>Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Smoke alarm going off</td>
<td>Smoke &amp; fumes while cooking: Turn on range hood/roof vent fan and open some windows. Push mute/test button on alarm</td>
</tr>
<tr>
<td>Smoke detector “chirping”; 60-90 sec.</td>
<td>Battery voltage low: Replace battery</td>
</tr>
<tr>
<td>Fire in motorhome</td>
<td>Close main propane valve. Call 911 and use fire extinguisher</td>
</tr>
</tbody>
</table>


VEHICULAR COLLISION – ACCIDENT

An accident is a vehicular collision in traffic and/or with property resulting in injury and/or damage to others and/or their property. Collisions without harm and/or damage to others and/or their property are designated as damage (see next section).

1. Get to safety if situation is dangerous
2. Make sure everybody is okay – administer first aid
3. Call the local police and have an officer take a report. In case of injuries dial 911 (ambulance, police or fire department). Request the officer’s name, ID-, case number, phone number and how to get a copy of his report. If the police refuses to come or take a report; get the name, ID number and local phone number of the officer answering your call.

For minor accidents or on private property, the police usually does not take a report. Proceed with step 4 below

4. Take pictures of the accident scene and the involved vehicles – if possible before moving the vehicles. If the vehicles were moved take pictures of the accident area as well
5. Exchange all information with the other party and fill in the Road Bear RV collision report form. It is necessary to provide the information from the other party – name, address, phone number, insurance information – if the other person refuses, call the police. Only a police report alone is not enough!

The collision report form, registration and insurance information are located in the pouch in the glove box on the passenger side

6. Road Bear RV / BRITZ USA must be contacted no later than the next business day at our Help Desk (phone number on the key tag) or at help@roadbearrv.com

7. E-mail the accident report (high resolution pictures) or fax it from the next campground

The insurance company has the right to decline coverage if accidents are not reported on time or if no collision report can be provided.

Please arrive before 09:30 a.m. on your return day to process the formalities

Collision Report

Type of incident: ☐ 3rd party collision (with other vehicle or property) ☐ Single party collision
☒ – take a photograph of documents/damages/situations
DAMAGES
In case the motorhome got damaged without harm to people and/or damage to property of others, please report the damage to the Help Desk (key tag) or help@roadbearrv.com and to get assistance in having the vehicle repaired - if needed.

Please arrive before 09:30 a.m. on your return day

FLAT TIRE
Do NOT drive with a flat tire! Even if there is a second tire on the same side, driving with a flat tire will overload the other tire and is dangerous. In case you have a flat tire please call our Help Desk for assistance. Please have the following information available: a) miles, b) which tire and c) the exact street address. We will arrange for professional help to install the spare tire. Repair or replacement cost of the flat tire is your responsibility within the insurance deductible. For safety, insurance & liability reasons there are no tools in the vehicle.

BREAKDOWN
Should the vehicle break down – not drivable anymore – call our Help Desk. Please have the following information available: a) miles, b) problem description, c) number of passengers and d) the exact street address. Unauthorized towing will not be reimbursed.

MAINTENANCE
You as renter are responsible for the maintenance of the rental vehicle during the rental period. Check the engine oil and coolant levels every two days. A motor oil change is required every 5,000 miles you drive. Maintenance expenses in excess of $50.00 will be reimbursed with prior approval by Road Bear RV / BRITZ USA and with receipt only. Oil changes can be done at any nationwide lube centers such as Jiffy Lube/Quick Lube/EZ-Lube or similar. You are not required to have the oil changed by a Ford or motorhome dealership, those are usually overpriced.

Motor oil is best checked with a cold engine on level ground. The oil level has to be between the MIN and MAX mark. NEVER fill more than ½ quart/liter at one time! Recheck after 2 minutes after adding oil and before filling more.
Inspect the oil level in the generator every 8 hours of usage. Damages due to lack of maintenance are the renters responsibility. Use regular motor oil if needed.

The engine coolant has to be inspected regularly when the engine is cold and if needed, add drinking water only.

Have the tire pressure checked weekly. Pressure information is found on the blue Ford label near the driver seat – usually on the door frame.

**REPAIRS**

If there is a defect and you are close to a Road Bear RV facility, please call ahead for an appointment. Addresses and phone numbers can be found on page 69. Our staff is best qualified and equipped to get the problem resolved quickly.

We do NOT offer repairs off-site (on campgrounds, etc.).

Any on-the-road repairs that are more than US$ 50.00 require prior authorization by Road Bear RV. For authorization call our Help Desk. Non-authorized repairs will NOT be reimbursed.

Mobile repair service is generally not authorized.

If you need a repair, have the repair shop a) diagnose the problem and prepare a repair estimate, b) have the repair shop contact our Help Desk for repair authorization & payment, c) record the vehicle number, VIN, current mileage & appliance serial# (if applicable).

Please show the back side of your document folder to the repair shop with these instructions.

Repairs will be paid directly by Road Bear RV to the repair facility – you are required to return any defective parts. To get reimbursed for repairs, receipts and defective parts need to be returned to Road Bear RV. Non-authorized repairs and repairs without a receipt will NOT be reimbursed.

Most repair shops have regular business hours and are usually closed on weekends and holidays. Some are closed during the winter season.
AUTOMOTIVE EQUIPMENT (FORD)

FUEL REQUIREMENT
The motorhome requires 89 octane grade **unleaded gasoline**. If 89 octane fuel is not available use the next higher grade.

Maximum 5% Ethanol blend (E5)!

MOTOR OIL
The motor oil grade is indicated on the filler cap in the engine compartment. Vehicles oil level needs to be inspected every 500 driven miles and the generator oil level every 8 hours of generator operation.

NEVER fill more than ½ quart/liter at one time! Always wait 2 minutes after adding oil and before filling more.

GAS CAP LIGHT
If the gas cap light turns on; open and close the gas cap and you can drive on. The computer will need a few days (variations of driving cycles) before turning the light off.

CHECK ENGINE LIGHT
If the check engine light turns on and there are no changes in engine performance (such as lack of power, extra engine noise or vibrations) you can drive on. The computer will need a few days (driving cycles) before turning the light off.

If you notice any change in performance, noise, vibrations or otherwise – call the Help Desk.

If the light is **flashing (blinking)** stop as soon as possible in a safe place to prevent engine damage and call the Help Desk.

WRENCH LIGHT
If the wrench light turns on and there are no changes in vehicle operation (such as loss of power, extra noise or vibrations) you can drive on. If you notice any change in performance, noise, vibrations or otherwise – call the Help Desk.

If the light is **flashing (blinking)** stop as soon as possible in a safe place to prevent engine damage and call the Help Desk.
PARKING BRAKE

Stop the vehicle fully and apply the parking brake (1) before shifting the transmission into ‘Park’.

To release the parking brake, pull the marked handle (2).

Some vehicle models have a hand operated parking brake.

LIGHTS

Headlight & parking light control switch is located to the left of the steering wheel.

Instrument panel (dashboard) illumination – turn wheel up or down or push appropriate buttons to adjust.

Some reading (dome) lights: ON → rotate wheel all the way up and/or push on the lamp; OFF → rotate wheel down and/or push on lamp. Some vehicle models have a switch on the lamp itself or next to it.

For high beam push the turn signal lever forward.

IGNITION LOCK

Turn the key clockwise to start the engine.

1/B – Radio/Accessory position
2/A – Remove key position
3/A – OFF position
4/C – Ignition ON position
5/D – START position

Ford E-Series & Class A

<table>
<thead>
<tr>
<th>TROUBLESHOOTING</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cannot remove ignition key</td>
</tr>
<tr>
<td>Key not in correct position</td>
</tr>
</tbody>
</table>
TRANSMISSION

**PRND 321**

Gearshift: Depress brake pedal 🚗 to shift out of ‘Park’. Gear lever: pull towards you and down to engage transmission. Use ‘D’ for regular and uphill driving. NEVER start from a complete stop in 1\(^{st}\), 2\(^{nd}\), 3\(^{rd}\) or 4\(^{th}\) gear – the transmission will not automatically shift! For very steep declines and in extreme cases, at speeds below 20 mph (30 km/h) only, shift down to 3\(^{rd}\)/4\(^{th}\) gear if needed. A simple rule of thumb: if you have to use the brakes a lot, activate the tow/haul mode or shift down!
Ford Transit: **do not drive in M (Manual) mode** – transmission will not shift automatically – overheating and damage possible!

<table>
<thead>
<tr>
<th>TROUBLESHOOTING</th>
<th>Cannot get shifter out of park</th>
<th>Ignition off</th>
<th>Start engine</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Brake-shift interlock feature on</td>
<td>Depress brake pedal with right foot</td>
<td>Replace fuse</td>
</tr>
</tbody>
</table>

MOUNTAIN DRIVING

Tow/Haul—normally OFF. Tow/Haul ON → use this position when driving in the mountains. This will provide improved pulling power for uphill and engine braking with transmission downshifts for downhill driving. To prevent brake overheating engage the tow/haul mode any time extra braking is required. Higher engine speed and noise are normal in tow/haul mode. If you have to use the brakes for long periods of time you need to activate the tow/haul mode. On level roads turn off the tow/haul mode to improve driving comfort and fuel mileage.

Adjust your speed according to road and traffic conditions!

<table>
<thead>
<tr>
<th>TROUBLESHOOTING</th>
<th>Tow/Haul light on</th>
<th>Transmission set to towing mode</th>
<th>Push tow/haul button lever to turn off</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Tow/Haul light blinking</td>
<td>Transmission malfunction</td>
<td>Stop as soon as possible in a safe place and call our Help Desk</td>
</tr>
</tbody>
</table>

CRUISE CONTROL

Cruise control operates above 35mph / 56km/h only
- To activate the cruise control, tap the ON button
- To set a desired speed press the SET+/ACCEL button and take the right foot off the accelerator
- To increase the speed, hold the SET+/ACCEL button until the desired speed is reached
- To reduce the speed, hold the SET-/COAST button until the desired speed is reached
- To get back to the last set speed after stepping on the brake, tap the RES button
- To cancel the current settings, tap the CAN button (if equipped)
- To turn off the cruise control, tap the OFF button
The cruise control disengages when the brakes are applied, but remains activated
REAR VIEW MONITOR (Ford Transit)

Some Ford Transit vehicles are equipped with a rear view monitor in place of a rear view mirror.

1. POWER - Press once to turn on; press again to turn off
2. MENU - Press once to turn to the On-Screen Display
   - When in MENU returns to previous menu level
3. SELECT - To switch between input modes (cameras)
   - When in MENU to choose highlighted function/option
4. DOWN (▼) - To adjust brightness, contrast, color, volume or sleep timer
   - When in MENU to select options
5. UP (▲) - To adjust brightness, contrast, color, volume or sleep timer
   - When in MENU to select options

Press SELECT to save any changes made.
FUSES AND RELAYS
Each vehicle has fuses and relays related to the operation of the vehicle – unrelated to the systems in the living (house) area.

FORD – E-Series (E350/E450) model:
1. Underneath the dash board (near parking brake):

2. Engine compartment (driver side):

*) Battery solenoid for coach battery
FORD – Transit model:

Body Control Module

Passenger Compartment

<table>
<thead>
<tr>
<th>F1. Power locks</th>
<th>F13. OBD</th>
</tr>
</thead>
<tbody>
<tr>
<td>F2. Power locks</td>
<td>F14. Turn signal</td>
</tr>
<tr>
<td>F3. Ignition switch</td>
<td>F15. Exterior lights</td>
</tr>
<tr>
<td>F5. Not used</td>
<td>F17. Instrument cluster</td>
</tr>
<tr>
<td>F8. Not used</td>
<td>F20. Anti-theft</td>
</tr>
<tr>
<td>F10. LH Headlight</td>
<td></td>
</tr>
<tr>
<td>F11. Exterior lights</td>
<td></td>
</tr>
<tr>
<td>F12. Not used</td>
<td></td>
</tr>
<tr>
<td>--------------------</td>
<td>-----------------</td>
</tr>
</tbody>
</table>

**Engine compartment**

R1. Ignition | R10. A/C clutch
R2. Not used | R11. Diesel
R3. Not used | R12. Fuel inj. pump
R4. Not used | R13. Not used
R5. Not used | R14. Not used
R6. Wiper on/off | R15. Cooling fan
R8. Not used | R17. PCM
FORD – Bus style model:

A. Under dash board (near parking brake):

- F1-F5 – Diesel
- F6 – Not used
- F7 – Transmission
- F8-F9 – Not used
- F10 – Spare
- F11 – A/C clutch
- F12 – Diesel
- F13 – Not used
- F14 – Diesel
- F15 – Not used
- F16 – Fuel pump
- F17 – Transmission
- F18 – Fuel pump
- F19 – Starter
- F20 – Diesel
- F21 – Ignition
- F22 – Diesel
- F23-F27 – Spares
- F28 – Crank case
- F29 – PCV
- F30 – Cooling fan 1
- F31 – Not used
- F32 – Wiper motor
- F33 – F34 – Not used
- F35 – PCM
- F36 – Diesel
- F37 – Fuel system
- F38 – A/C clutch
- F39 – Emission systems

1. Turn & stop lights
2. – 3. Empty
4. Dash board
5. Accessory feed
6. Empty
7. Blower relay
8. Brake lights
9. Turn & stop lights
10. Dash board
11. Wiper/washer
12. Empty
13. ABS System
14. Dash board
15. Left turn signal
16. Battery feed
17. Radio
18. Empty
19. Daytime running lights
20. Empty
21. Right turn signal
22. Trailer turn signals
23. Dash board
24. Empty
25. Headlight, right
26. Brake interlock
27. – 30. Empty
31. Headlight, left
32. Empty
33. Back up lights
34. Empty
35. High beam
36. – 40. Empty
41. Dash board illumination
42. – 44. Empty

B. Below the dash board (near parking brake) or on top of dash board (underneath cover in behind the steering wheel):

Engine compartment (center):

1. Power brake assist
2. A/C clutch
3. Oxygen sensor
4. PCM relay
5. PCM
6. Parking lights
7. Ignition
8. ABS
9. PCM
10. Daytime running lights
11. Fuel pump
12. Instrument lights
13. Trailer brake
14. Lights
15. Trailer lights
16. ABS system
17. Horn
18. A/C clutch
19. Brake switch
20. PCM relay
21. Fuel pump
22. Cigarette lighter
23. Blower
24. Instrument panel
25. Ignition switch
26. Ignition switch
27. Head lamps
28. Starter
29. Power brake assist
MOTORHOME EQUIPMENT

KEYS AND DOORS
There is only one set of keys for the motorhome. Splitting up keys may prevent you from locking yourself out of the vehicle – one person keeps the entry door keys and the driver keeps all others.

There are multiple keys for different locks:
- Entry door handle (round plastic head – Trimark; oval head – Bauer)
- Entry door dead bolt (rectangular head – Trimark; oval head, same key – Bauer)
- Some entry doors have one key for both locks (oval head – Bauer)
- Exterior compartment doors (round or square head; silver/grey – CH751 or G391)
- Some vehicles have a lock on for the exterior shower – use key CH751
- The bus style vehicles have a key for the engine compartment (large rectangular metal head – E3-5-15)
- The bus style vehicles have a key for the cab-over drop down bed (round head; silver – 0C01)

From the inside – move the handles to the lock (🔒) or unlock (🔓) positions. Aligned red dots = unlocked dead bolt.

Please push on the doors while unlocking or unlatching.

To avoid injury or damage during high winds – Make sure the entry door is always hooked-in (if equipped) or closed at all times.
MONITOR PANEL
The monitor panel provides you with an overview of various systems:
- Fresh water tank level
- Holding/Black water tank level
- Grey water tank level
- Propane tank level
- Coach (house) battery charging / condition

The AUX button has no function on our vehicles

In addition, you can operate the water pump, water heater – on some models also operate the generator and the slide rooms.

TROUBLESHOOTER
| Monitor Panel is off                           | Battery disconnect switch off | Turn battery disconnect on |
| Monitor panel shows holding tanks to be full or registers more than empty after dumping | Blown fuse                   | Replace fuse               |
| Monitor panel shows holding tanks to be full or registers more than empty after dumping | Waste is stuck on the sensors | Fill tanks with about four buckets of clean water and some chemical. Driving should clean off the excess waste |

COOK TOP
While using the cook top, turn on the hood exhaust above the cook top or the kitchen roof vent fan and open a window for fresh air and to prevent the smoke alarm from going off just because you cook.
To turn on the propane at the burners, push in and turn the desired burner knob to the LITE position. To lite the propane, use the built-in lighter – either mechanical or electrical. Or use the supplied lighter or a match.

NEVER use the cook top while the vehicle is in motion! Do NOT use the cook top for comfort heating – danger of suffocation!

When cooking in a frying pan without non-stick lining use a small flame (low heat) only to prevent burning the food

TROUBLESHOOTER
| Cook top burner will not light | Out of propane or main valve closed | Fill propane tank or open main valve |
| Cook top burner will not light | Electrical or mechanical lighter faulty | Use a match or manual lighter |
OVEN (PROPANE)
While using the stove top and/or oven, turn on the hood exhaust fan or roof vent fan above the stove and open a window for fresh air and to prevent the smoke alarm from going off just because you cook. Push in, turn the oven knob to PILOT and HOLD it in for 30 – 60 seconds. While holding the knob in, use the open flame of a lighter or a match to light the pilot flame. Hold the lighter or match to the pilot (located next to the burner under the bottom rack of the oven) until the pilot flame lights up. Hold the knob for another 30 seconds – then adjust the oven control knob to the desired temperature.
Note: Be patient when lighting the pilot flame as it may take some time.

NEVER use the oven while the vehicle is in motion! Do NOT use the oven for comfort heating – danger of suffocation!

TROUBLESHOOTER

<table>
<thead>
<tr>
<th>Problem</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Turned knob but oven won't light</td>
<td>Pilot light must be lit manually</td>
</tr>
<tr>
<td>Turn oven knob to “Pilot” and keep pushed in, then use match or lighter to light pilot light</td>
<td>Turn oven knob to “Pilot” and keep pushed in, then use match or lighter to light pilot light</td>
</tr>
</tbody>
</table>

KITCHEN COUNTER & DINING TABLE
Do NOT place hot pots and pans directly on the kitchen counters or dining tables. These surfaces are mostly plastic or covered by a plastic film and will melt/burn!

NEVER place a hot pot or pan on the counter top   ALWAYS use the trivet   ALWAYS use a cutting board when working with a knife
**CAR RADIO**

COACHMEN motorhomes car radios can only be played with the ignition key in the accessory or run (ignition ON) position. THOR motorhomes car radios run off the coach battery. Exterior speakers on THOR motorhomes play with the bedroom radio only.

Due to the variety of radios installed in the multitude of vehicles every different year, no descriptions can be made here. You can find details on the internet – search by name and model number.

On some models, iPhones & iPods **cannot** be played thru the USB connection. If the Bluetooth mode is asking for a code, try the generic codes 0000, 9999 or 1234.

**CAB-OVER BED**

Above the driver cabin there are different kinds of beds.

In the Class C motorhome it is a permanent structure with a removable section for easier access to the driver area. Just lift the removable section out of the way during the day.

In Class A motorhomes the bed is raised out of the way to allow driving of the vehicle. The bed is operated electrically.

1. Pull the front curtains closed
2. Remove the ignition key
3. Lower the bed electrically

When raising the bed, make sure nothing is left on the mattress.

**ALWAYS use the safety net if small children are sleeping in the cab-over!**
DINETTE BED
The dinette table can be converted to a bed as well. Some motorhomes have a sliding mechanism: 1) release the mechanism under the table; 2) push table down; 3) re-arrange the cushions.

Other models have actual table legs: 1) lift the table top off the legs; 2) remove the legs; 3) lay table between benches and re-arrange cushions.

Some models require installation of shorter legs to support the table top.

WINDOWS

Some motorhomes are equipped with flip windows – bottom section flips out. To prevent damages, such windows need to remain CLOSED while driving.

VENTILATION

While driving, the windows should remain closed to reduce interior noise and negative air pressure. The bathroom roof vent can be opened two finger wide to assist the interior cooling or heating with the cockpit air conditioner/heater turned on. The aerodynamics will pull the air entering the vehicle at the dash board all the way thru the motorhome out the rear roof vent. This assists in getting cool/warm air thru the motorhome and removing any odors out of the vehicle.
The fresh water tank overflows when it is full – either thru the fill opening or to the ground below the vehicle.
If you are staying at a campground with city water hook-up, there is no need for use of the water pump. The water pressure at some campgrounds can be higher than normal. It should not exceed 45 PSI (3.1 bar) – check with the campground manager. To prevent any leaks in the motorhome, use a pressure regulator or close the water faucet at the camp site ⅓-⅔ way to reduce the water pressure – ask at campground office.

**TROUBLESHOOTER**

<table>
<thead>
<tr>
<th>Problem</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fresh water tank will not fill</td>
<td>Tank is already full; Check for over flow or the monitor panel</td>
</tr>
<tr>
<td></td>
<td>No water supply; Check water faucet at campground</td>
</tr>
<tr>
<td></td>
<td>Not filling water; Make sure valve is in correct position – if applicable; Connect to Tank Fill connector (Drinking glass icon)</td>
</tr>
<tr>
<td>Fresh water dripping under vehicle or pushing back out the fill hole</td>
<td>Tank is full and overflowing; Turn off water supply</td>
</tr>
<tr>
<td></td>
<td>Drain valves open; Close drain valves</td>
</tr>
<tr>
<td>Pump fails to start when switch is on</td>
<td>Battery turned off; Turn on battery disconnect switch</td>
</tr>
<tr>
<td></td>
<td>Blown fuse; Replace fuse in power center</td>
</tr>
<tr>
<td></td>
<td>No water; Check water tank level</td>
</tr>
<tr>
<td>Water system hooked up to city water</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Water pump cannot be turned off; Exterior switch is on; Turn off exterior switch</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>
WATER HEATER

The water heater requires battery power to operate and heats with propane. Water does not heat with electricity! It takes 20-30 minutes to heat the 6 gallons/22 liters of water. The 'Pilot out' or DSI light will turn on briefly during ignition but turns off while the water is getting hot.

For safety reasons turn the water heater off while driving

<table>
<thead>
<tr>
<th>TROUBLESHOOTER</th>
<th>Water heater not working or illuminated switch not lit</th>
<th>DSI/Pilot light turning on</th>
</tr>
</thead>
<tbody>
<tr>
<td>No 12V power</td>
<td>Turn battery disconnect on</td>
<td>Temporary ignition failure</td>
</tr>
<tr>
<td></td>
<td>Replace fuse</td>
<td>No propane or main valve closed</td>
</tr>
<tr>
<td>Water is already hot</td>
<td>Check for hot water at faucet</td>
<td>Fill propane tank or open main valve</td>
</tr>
</tbody>
</table>

SHOWER

Dry camping – make sure you have plenty of fresh water and the grey water tank is empty. Full hook-up – make sure the city water at the campsite is on and the grey water drain valves of the tank are open. The shower head has a water saving feature with an on/off valve built into the shower head to reduce the water consumption.

<table>
<thead>
<tr>
<th>TROUBLESHOOTER</th>
<th>No water at shower head</th>
<th>Water backs up into shower</th>
</tr>
</thead>
<tbody>
<tr>
<td>Valve at shower head is turned off</td>
<td>Lack of water</td>
<td>Grey water tanks are full</td>
</tr>
<tr>
<td>Open valve at shower head</td>
<td>Turn on pump, check tank level or city water hookup</td>
<td>Empty the grey water holding tanks</td>
</tr>
</tbody>
</table>

WINTERIZATION

Winterization of the motorhome’s water system is required in below-freezing temperatures to prevent damages to the water pump, water tank, water lines, water filter, water heater and holding tanks. Damages to the plumbing system due to lack of winterization are the renter’s liability.

Depending on the temperatures, the following steps are the responsibility of the customer.
Overnight - for a few hours - just a few degrees below freezing (32°F/0°C):
- Empty the waste water tanks before the temperature drops below freezing for the night. Frozen valves in the morning will prevent emptying the tanks. Defrosting solid ice will take more than just a few degrees above freezing in the morning.
- Keep the water heater on overnight.
- Turn the furnace on; set at minimum of 55°F (13°C) – even if you are not staying in the vehicle for the night! It is strongly recommended to have electrical hook up as the furnace may drain the batteries in one night.

All day below or around freezing; below freezing all night
If the day-time temperature remains below freezing or reaches barely above freezing, the water system has to be professionally winterized. This can only be done at a qualified RV service center or at a Road Bear RV branch and includes emptying the water tank, draining and bypassing the water heater and flushing the water system with a non-toxic antifreeze. Any cost associated with such a winterization (and de-winterization) is the renter’s responsibility.

While a vehicle is fully winterized, the fresh water tank CANNOT be filled or the city-water be connected. Bottled water can be used to wash ones hands, face or brush ones teeth. Occasional rinsing of the drains with RV/Marine-approved antifreeze is required. When using the bathroom facilities of the motorhome, antifreeze needs to be used to flush.

Vehicles picked-up at the DEN, NYC & SEA locations are always winterized between October 31st and March 31st. Depending on weather conditions this period may be longer. Vehicles out of other rental locations may be winterized as well, depending on outside temperatures. It is the renter’s responsibility to have the vehicle winterized while on a trip at his/her own expense should the weather conditions require it. The renter is also responsible for having the vehicle re-winterized on the return trip if the vehicle was winterized at the time of pickup.

A $100.00 winterization fee will be charged by Road Bear RV if the vehicle is returned non- winterized – regardless of the outside temperatures (exceptions only with prior authorization).

The renter will be fully responsible for any damages to the water system caused by freezing during their trip.

The state of Washington and certain surrounding states require the carrying of snow chains from November 1st until April 1st. Road Bear RV / BRITZ USA will provide 1 set of chains to fulfill the state requirement, but insurance regulations do not allow their use (NO coverage of undercarriage damage and driving in unsafe conditions).

Please contact the Help Desk for assistance and more information.
The waste water system operates without any pump and empties through a hose.

To drain the tanks:
1. Remove end cap
2. Attach sewer hose
3. Stick hose in ground
4. Open BLACK water* (large valve)
5. Close black water valve
6. Open GREY water valve**
7. Close grey water valve
8. Remove sewer hose
9. Install end cap
10. Rinse hose

* Some vehicle have TWO black water valves! Open both valves to drain the tank
** 21-23' vehicles (L- Model; Ford Transit) have two (2) GREY water valves – make sure to open both!
**TROUBLESHOOTER**

<table>
<thead>
<tr>
<th>Waste tank will not drain</th>
<th>Valve(s) closed</th>
<th>Ensure all valves are open – see opposite side of vehicle</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Waste tank empty</td>
<td>Check for water in tank thru toilet (on some models)</td>
</tr>
<tr>
<td></td>
<td>Drain pipe plugged</td>
<td>Insert a wire to unclog from the outside – CAUTION: sudden discharge</td>
</tr>
<tr>
<td></td>
<td>Contents in tank are frozen</td>
<td>Dump in warmer climate</td>
</tr>
<tr>
<td></td>
<td>Waste water valve is broken</td>
<td>Visit a repair facility – see page 22</td>
</tr>
<tr>
<td>Grey water is backing up into shower</td>
<td>Full waste tanks</td>
<td>Empty the grey water holding tanks</td>
</tr>
<tr>
<td>Monitor panel shows full or registers more than empty after dumping</td>
<td>Waste is stuck on the sensors</td>
<td>Fill tanks with about four buckets of clean water and some chemical. Driving should clean off the excess waste</td>
</tr>
</tbody>
</table>

**TOILET**

All motorhomes are equipped with a flush toilet. Flushing the toilet requires water pressure from the water pump or city water connection. Before using the toilet ensure you have water pressure!

Using too much toilet paper and not flushing enough can clog some of the toilets.

Flushing the toilet is done with a foot pedal. Flush for at least 10 seconds.

To prevent odors and to dissolve human waste add **RV holding tank chemicals** after every first time use on an empty tank. Do NOT use regular household toilet cleaner!

Do NOT drop anything in the toilet that does not belong!
ELECTRICAL SYSTEM

12 VOLTS – BATTERY POWER
The coach (house) battery operates many electrical appliances. Make sure the battery disconnect switch is always turned ON (USE).

If you are dry (freedom) camping (without electricity from the campground) for a few days and do not drive much, you have to run the engine at least two hours per day to maintain enough battery power. If the outside temperature is low and you use the furnace (heater) at night, you have to run the engine at least four hours per day to maintain enough battery power. A fully discharged battery requires driving (or running of engine) for at least eight hours. Battery life varies widely depending on different factors.

The coach battery is getting charged while driving and when connected to the campground or when the generator is running. The battery condition can be seen on the monitor panel with the BATT button.
BATTERY DISCONNECT SWITCH

All motorhomes have a coach battery disconnect switch which is located by the entry door. Leave the switch ON (USE) to assure overall function of the appliances. If the switch is OFF (STORE) – nothing in the motorhome will work and the coach battery will not get charged when connected to campground electricity or running generator.

The only time it has to be turned OFF is when re-filling fuel or propane

FUSES

Each motorhome has a fuse box which is located in the bedroom or living area. It contains a series standard 12 volt automotive fuses. If any electrical appliance stops to operate, check the fuses first. A defective fuse has the thin wire inside broken. Also a red LED in the fuse box lights up.

TROUBLESHOOTER

<table>
<thead>
<tr>
<th>Problem</th>
<th>Likely Cause</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>No power at all</td>
<td>Battery disconnect switch off</td>
<td>Turn battery disconnect switch back on</td>
</tr>
<tr>
<td>Battery level low on the monitor panel</td>
<td>Battery voltage is low</td>
<td>Recharge the battery by starting engine or connecting at campground</td>
</tr>
<tr>
<td>Battery not charging while driving</td>
<td>Blown fuse</td>
<td>Call the Help Desk for assistance</td>
</tr>
<tr>
<td>Battery not charging with campground electricity</td>
<td>Tripped circuit breaker</td>
<td>Reset all circuit breakers in the fuse box</td>
</tr>
<tr>
<td></td>
<td>Technical problem</td>
<td>Call the Help Desk for assistance</td>
</tr>
<tr>
<td>Lights don’t turn on</td>
<td>Switch at wall or on lamp off</td>
<td>Turn both switches on</td>
</tr>
<tr>
<td></td>
<td>Battery disconnect switch off</td>
<td>Turn battery disconnect switch on</td>
</tr>
<tr>
<td>Lights dim or half bright</td>
<td>Battery voltage is low</td>
<td>Recharge the battery by starting engine or connecting to campground</td>
</tr>
</tbody>
</table>
120 VOLTS – HOUSEHOLD POWER (max. 30 Amperes)

For proper operation 110-128 Volts are required.

Switch main power on after connecting power cord

30 Amperes campground power

Push & Twist to connect

Vehicles with a detachable power cable or no power outlet automatically select between generator and campground power

Generator power

Some vehicles have a power outlet for the fixed cable and it always needs to be connected to have generator power

Generator Receptacle

Power Cord

Generator Power

For proper operation 110-128 Volts are required.

Fuse box

GFI – see next page

Push & Twist to connect

30 Amperes campground power
CIRCUIT BREAKERS
Every motorhome has a fuse box which is located in the bedroom or living area. It contains a series of 120 volt circuit breakers. If any electrical appliance stops to operate, check the circuit breakers first.

A circuit breaker ON
B circuit breaker TRIPPED (activated)
C circuit breaker OFF

1. Move breaker to OFF
2. Move breaker to ON

Turning the circuit breaker directly back ON will keep the electricity interrupted.

GROUND FAULT INTERRUPTER (GFI/GFCI)
The GFI (Ground Fault Interrupter) is a special circuit breaker for 120 volt wall outlets. It is part of an electrical outlet – usually in the bathroom. To reset, first unplug all devices and push the RESET button back in. It will only reset if you have 120 volt power from the campground or generator.
OVERLOADING THE CIRCUIT

Using more than one appliance at the same time will overload the circuit and interrupt the power. Turn off the air conditioner before using the microwave, toaster or hair dryer, etc.

The campground provides 3600 watts (120 volts @ 30 amperes) - Typical power usages:

<table>
<thead>
<tr>
<th>Appliance</th>
<th>Wattage Range</th>
<th>Amperage (Typical)</th>
<th>Appliance</th>
<th>Wattage</th>
<th>Amperage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Air Conditioner</td>
<td>1200-2400</td>
<td>10-20 amperes (30+ peak)</td>
<td>Microwave</td>
<td>900</td>
<td>7.5</td>
</tr>
<tr>
<td>Coffee maker</td>
<td>900</td>
<td>7.5 amperes</td>
<td>Toaster</td>
<td>900</td>
<td>7.5</td>
</tr>
<tr>
<td>Laptop charger</td>
<td>300</td>
<td>3 amperes</td>
<td>Battery charger</td>
<td>720 – 3360</td>
<td>6-28 amperes</td>
</tr>
</tbody>
</table>

For proper operation of all electrical equipment the correct voltage supply is required. Too low voltage of 110 or less and excessive high voltage of over 128 Volts can cause improper function or even damage the equipment. Change to a different power supply on the campground or run the generator if you notice improper function of the electrical equipment.

<table>
<thead>
<tr>
<th>TROUBLESHOOTER</th>
<th>No power source</th>
<th>Connect to campground or start generator</th>
</tr>
</thead>
<tbody>
<tr>
<td>No electrical power</td>
<td></td>
<td>Campground power off</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Power cable unplugged</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Circuit breaker may be off or tripped</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Bad power cord adapter</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>No power at receptacles</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(outlets)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>No power source</td>
</tr>
<tr>
<td></td>
<td></td>
<td>GFI receptacle may be off or tripped</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Circuit breaker may be off or tripped</td>
</tr>
<tr>
<td>Incorrect operation of</td>
<td></td>
<td></td>
</tr>
<tr>
<td>equipment</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Voltage too low or too high</td>
</tr>
</tbody>
</table>

Note: Change to a different power supply on the campground or run the generator if you notice improper function of the electrical equipment.
The generator uses gasoline from the vehicle fuel tank. A minimum of \( \frac{1}{4} \) fuel tank is needed in order to operate. Fuel use up to 0.7 gallon / 2.7 liter per hour. Using two appliances at the same time can overload the generator itself and shut it down. Turn off every appliance before re-starting the generator. 
NEVER run the generator for more than one minute with the green service door removed! Overheating and serious mechanical damage could occur!

Higher temperatures & altitudes will reduce power output and can cause the generator to stop running. Temperatures above 100°F/38°C can cause fuel vapor-lock and stop the generator from running (3.5% decrease for every 1000ft/300m in elevation and 1% decrease for every 10°F/5.5°C above 77°F/25°C.

The generator produces 3600 watts (4000 peak) 120 volts @ 30 amperes - Typical power usages:

<table>
<thead>
<tr>
<th>Appliance</th>
<th>Power Usage</th>
<th>Amperes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Air Conditioner</td>
<td>1200-2400</td>
<td>10-20 (30+ peak)</td>
</tr>
<tr>
<td>Coffee maker</td>
<td>900 watts</td>
<td>7.5</td>
</tr>
<tr>
<td>Laptop charger</td>
<td>300 watts</td>
<td>3</td>
</tr>
<tr>
<td>Microwave</td>
<td>900 watts</td>
<td>7.5</td>
</tr>
<tr>
<td>Toaster</td>
<td>900 watts</td>
<td>7.5</td>
</tr>
<tr>
<td>Battery charger</td>
<td>720 – 3360</td>
<td>6-28</td>
</tr>
</tbody>
</table>

Circuit Breaker on Generator
Power Cord connected*
Fuse box with Circuit Breakers

*Vehicles with a removable power cord or no outlet to connect the cable into will automatically select between generator and campground power
Higher temperatures & altitudes will reduce power output and can cause the generator to stop running. Temperatures above 100°F/38°C can cause fuel vapor-lock and stop the generator from running (3.5% decrease for every 1000ft/300m in elevation and 1% decrease for every 10°F/5.5°C above 77°F/25°C.

**TROUBLESHOOTER**

<table>
<thead>
<tr>
<th>Issue</th>
<th>Possible Cause</th>
<th>Fix</th>
</tr>
</thead>
<tbody>
<tr>
<td>Generator does not crank</td>
<td>No battery power</td>
<td>Start engine and run for 15 minutes before starting generator</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Class A (U-models) check circuit breakers next to coach batteries</td>
</tr>
<tr>
<td>Generator cranks but will not start</td>
<td>Generator may be out of fuel</td>
<td>Press ‘Prime’ or ‘Stop’ button for 15 seconds and try again</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Check the fuel level - At least ¼ of fuel in vehicle tank required</td>
</tr>
<tr>
<td></td>
<td>Fuel vapor-lock (not liquid anymore)</td>
<td>It is too hot – wait for cooler temperatures</td>
</tr>
<tr>
<td>Generator runs but no power</td>
<td>Circuit breakers may be off or tripped</td>
<td>Reset breaker at generator and/or in fuse box</td>
</tr>
<tr>
<td></td>
<td>Power cord unplugged</td>
<td>Plug power cord into receptacle – if equipped</td>
</tr>
<tr>
<td>Circuit breaker trips</td>
<td>Overloaded circuit</td>
<td>Turn off all the electrical loads and reset the circuit breaker</td>
</tr>
<tr>
<td>Generator stalls</td>
<td>Overloaded</td>
<td>Turn off all the electrical loads and wait 3 minutes before restarting</td>
</tr>
<tr>
<td>Stops while driving (corners)</td>
<td>Low on fuel</td>
<td>Refill fuel tank – more than ½ full is recommended</td>
</tr>
</tbody>
</table>
The refrigerator is using propane or household (120 volt) power to cool but needs battery power (12 volt) to operate. For an extended stay it is recommended to have electricity from the campground. The motorhome refrigerator is technically different from a household refrigerator and therefore less efficient by design.

For proper operation, the vehicle needs to be on level ground. Use the drive-up levelers as needed.

Leveling:

**CAUTION:** The refrigerator is made to operate within 3° off level side-to-side and 6° off level front-to-back (as looking at the front of the refrigerator). Operating it at more than these limits can cause damage to the cooling system and create a risk of personal injury or property damage. Make sure the vehicle is level before you operate the refrigerator.

For the most efficient operation pre-cool all food at home; do not place any hot or warm food in the refrigerator and do not overfill it, blocking air circulation.

If possible, keep the refrigerator side of the motorhome in the shade.

The DOMETIC model has an adjustable temperature sensor. Make sure the sensor cable is not hanging loose.

Refrigerators work best with outside temperatures between 32-75°F (0-25°C) and below 5500 feet (1675 meter) elevation.
Operation

Refrigerators work best with outside temperatures between 32-75°F (0-25°C) and below 5500 feet (1675 meter) elevation. At higher altitudes the propane operation may not properly ignite and cool less or not at all. At higher temperatures, the cooling will be less efficient. At ambient temperatures below freezing the fridge can fail. Extended exposure to freezing temperatures the fridge could get damaged.

TROUBLESHOOTER

<table>
<thead>
<tr>
<th>CHECK or RED light on</th>
<th>Temporary malfunction</th>
<th>Turn off and wait about 45 seconds before turning it back on</th>
</tr>
</thead>
<tbody>
<tr>
<td>CHECK or RED light on</td>
<td>Out of propane or main valve closed</td>
<td>Fill propane tank or open main valve</td>
</tr>
<tr>
<td>CHECK or RED light on</td>
<td>Ignitor problem</td>
<td>Elevation – Air/gas mixture unable to ignite – travel to lower altitude</td>
</tr>
<tr>
<td>CHECK or RED light on</td>
<td>Visit a repair facility – see page 22</td>
<td></td>
</tr>
<tr>
<td>Refrigerator is off</td>
<td>Fridge turned off</td>
<td>Turn it on</td>
</tr>
<tr>
<td>Refrigerator is off</td>
<td>No or low 12V power</td>
<td>Turn battery disconnect on / recharge battery</td>
</tr>
<tr>
<td>Refrigerator is off</td>
<td>Fuse blown</td>
<td>Check and replace fuse</td>
</tr>
<tr>
<td>Refrigerator is off</td>
<td>Thermal fuse tripped</td>
<td>Reset thermal fuse on back of refrigerator (outside)</td>
</tr>
<tr>
<td>Reduced cooling</td>
<td>Outside extremely hot</td>
<td>Move out of sunshine</td>
</tr>
<tr>
<td>Reduced cooling</td>
<td>Temperature sensor not properly adjusted or hanging loose</td>
<td>Adjust temperature sensor (Dometic only)</td>
</tr>
<tr>
<td>Reduced cooling</td>
<td>Motorhome not level</td>
<td>Level out motorhome</td>
</tr>
<tr>
<td>Refrigerator not cooling</td>
<td>Any of the above</td>
<td>All of the above</td>
</tr>
<tr>
<td>Refrigerator not cooling</td>
<td>Motorhome not level</td>
<td>Level out motorhome and turn off refrigerator. Requires complete shut down for 24 hours. Vibrations while driving may restore system but problem may persist and will require a larger repair.</td>
</tr>
</tbody>
</table>
**AIR CONDITIONER**

The roof air conditioner requires 120 volt power from the campground or the generator to operate but also battery power for the controls. See pages 43 & 45.

A/C do **NOT** provide any heat – such options are not installed.

Wall thermostats:

These systems have air channels in the ceiling and multiple vent openings. To quickly cool the vehicle, close the ceiling vents and open the main vent at the air return/filter. After cooling the main area, open the smaller ceiling vents and close the main vent.

1. Press (MODE) once
2. Fan – Select Au (auto)* (press △ & ▽ to change selection)
3. Press MODE again
4. Select temperature
   To turn OFF - press MODE again 2x
   To change between Fahrenheit & Celsius press the △ & ▽ buttons at the same time

*In Hi or Lo the fan will work without cooling

1. System – Select COOL
2. Fan – Select Auto Low
3. Select temperature
   To turn OFF – Select System OFF
Ceiling mounted controls:

1. Cooling – Turn system knob to COOL (blue) – NO heat (red)
2. Select temperature (blue)
   Fan only (grey) – NO cooling

1. Cooling – Turn system knob to COOL
2. Select temperature (blue)

A/C cools to a MAXIMUM of 20°F/11°C below ambient (exterior) temperature
Klimaanlage kühlt MAXIMUM 11°C unter Aussentemperatur

With inside temperatures of 100°F/38°C or higher it can take hours to cool to a comfortable temperature. Opening windows and doors will prolong the cooling time.

To avoid tripping the circuit breaker or stalling the generator, wait 3 minutes before turning the A/C on again.

<table>
<thead>
<tr>
<th>TROUBLESHOOTER</th>
<th>A/C does not run</th>
<th>No power source</th>
<th>Make sure you have power from the campground or generator</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Circuit breakers may be off or tripped</td>
<td>Reset circuit breakers at campground, fuse box and/or generator</td>
<td></td>
</tr>
<tr>
<td>A/C not or weak cooling</td>
<td>Evaporator coils are iced up</td>
<td>Turn A/C off and run fan only for about 1 hour</td>
<td></td>
</tr>
<tr>
<td>Blower runs but no cooling</td>
<td>Blower on but not the A/C</td>
<td>Set fan to AUTO and switch to COOL</td>
<td></td>
</tr>
</tbody>
</table>
FURNACE (HEATER)

The furnace (heater) is using propane and requires battery power. For a stay longer than one night it is strongly recommended to have electricity from the campground.

During any extended stay without campground power supply, the furnace will drain the battery in just one night at low temperatures. See page 43 (12 Volts Battery Power).

To operate the furnace, ensure to have enough propane and campground power or a fully charged battery.

A built-in time delay turns on the blower first before heating. It also keeps the fan run longer than there is actual warm air blowing.

To change between Fahrenheit & Celsius press the △ & ▽ buttons at the same time.

Fan: Set to AUTO - in Hi or Lo the fan of the air conditioner will blow unrelated to heating.

1. System – Select HEAT
2. Fan – Select Auto Low
3. Select temperature
   To turn OFF – Select System OFF

Manual Thermostats – next page
### TROUBLESHOOTER

<table>
<thead>
<tr>
<th>Furnace problem</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Furnace blows only cold air</td>
<td>- Out of propane or main valve closed</td>
</tr>
<tr>
<td></td>
<td>- Fill propane tank or open main valve</td>
</tr>
<tr>
<td></td>
<td>- Too cold outside - Propane cannot vaporize</td>
</tr>
<tr>
<td></td>
<td>- Travel to warmer weather or use electrical space heater</td>
</tr>
<tr>
<td></td>
<td>- Possible technical defect</td>
</tr>
<tr>
<td></td>
<td>- Buy and use electrical space heater</td>
</tr>
<tr>
<td></td>
<td>- Ask for assistance on campground or call the Help Desk</td>
</tr>
<tr>
<td>Furnace does not run at all</td>
<td>- No 12V power</td>
</tr>
<tr>
<td></td>
<td>- Turn battery disconnect on or replace fuse in fuse box</td>
</tr>
<tr>
<td></td>
<td>- Reset switch behind exterior access door (plastic with exhaust)</td>
</tr>
<tr>
<td></td>
<td>- Low battery power</td>
</tr>
<tr>
<td></td>
<td>- Start engine to charge battery – see page 43 (12 Volts Battery Power)</td>
</tr>
</tbody>
</table>

- Move top lever to ON (may go hard)
- Adjust temperature at bottom
TV & DVD PLAYER

TVS THAT COULD DISTRACT THE DRIVER WILL NOT OPERATE WHILE VEHICLE IS IN MOTION!

Furrion TVs require 120 volts from the campground or generator to operate

In some Leprechaun vehicles there is a separate power switch for the TV & DVD.

Some DVD players light up and show the clock or mode when power is present.

TVs have a power light on the front:

JENSEN: A blue LED indicates there is power to the TV. When the TV is turned on, the LED turns off (black).

FURRION: A red LED indicates there is power to the TV. When the TV is turned on, the LED turns green.

1. Connect the optional TV cable (if service available) to motorhome & campsite.
2. AMPLIFIER – For cable reception turn it OFF / for antenna reception turn it ON. The amplifier is usually built into the TV cable outlet. In some vehicles it could be separate, located inside of or on the outside of an overhead cabinet.
3. Set the input source to TV [press source/input button on TV or remote].
4. Select AIR or CABLE in the CHANNEL menu and run an AUTO SCAN to receive the locally available channels. Repeat this step at every new campground.
DVDs need to be designed for Region 1 (USA & Canada) to properly work. If you brought DVDs from another country, they may not play.

<table>
<thead>
<tr>
<th>TROUBLESHOOTER</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>TV does not turn on</td>
<td></td>
<td></td>
</tr>
<tr>
<td>No campground / generator power</td>
<td>Plug into campground / start generator</td>
<td></td>
</tr>
<tr>
<td>TV power switch off</td>
<td>Turn TV switch on (usually near DVD player)</td>
<td></td>
</tr>
<tr>
<td>Power plug in cab-over not fully plugged in</td>
<td>Check connector and plug in properly</td>
<td></td>
</tr>
<tr>
<td>Circuit breakers may be off or tripped (120 volts)</td>
<td>Reset circuit breakers</td>
<td></td>
</tr>
<tr>
<td>Fuse blown* (12 volts)</td>
<td>Replace fuse*</td>
<td></td>
</tr>
<tr>
<td>Ignition interlock activated</td>
<td>Move TV out-of-view of the driver</td>
<td></td>
</tr>
</tbody>
</table>

| No picture / reception          |       |       |
| Input source incorrect          | Change input source as required |
| Poor/no cable TV reception      | Turn amplifier switch OFF & do channel search (auto scan) |
| Poor antenna reception          | Turn amplifier switch ON & do channel search (auto scan) |

| DVD not playing                 |       |       |
| TV not set to AV                | Change input source on TV to AV |
| Incorrect region                | There is nothing one can do |
| Cables not connected            | Check audio/video cables at TV and DVD player |
| Technical glitch                | Press reset button and try again (Jensen models only) |

*Possibly labeled as Appliances/Entertainment. Some TVs have also an in-line fuse in the power cable to the TV; in addition to a fuse in the fuse box.
SLIDE ROOM (SLIDE-OUT)

The slide room (if equipped) is a great feature that allows you to greatly expand your living space while parked. Please follow these instructions before operating the slide room to assure proper function:

1. Make sure the motor home is level

2. The parking brake has to be engaged

3. Make sure the transmission is in the ‘P’ (park) position

4. Turn the engine off and remove the ignition key or the slide room will not operate

5. Make sure the driver seat backrest is moved forward so that it does not interfere with the motion of the slide room. Damages to the driver seat and slide room trim are the responsibility of the renter

6. Verify clearance to objects on the outside before operating the slide room to its full extension (min. 3.3 ft. / 100 cm outside clearance)

7. Make certain that no objects get jammed between the slide room frame and the sidewall while extending the slide room. NEVER store anything on top or on the sides of the slide room

8. Do not allow anyone to sit on the slide room sofa, bed and/or dinette while operating the slide room

9. Push the button to extend the slide room until the slide room stops completely and the motors turn off automatically – hold button for 3 more seconds

   To retract the slide room, repeat the steps 5 – 9.

   Make sure the path is clear of objects and watch your feet while retracting

   NEVER drive the motor home while a slide room is extended
## TROUBLESHOOTER

<table>
<thead>
<tr>
<th>Issue</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Slide room does not move</td>
<td>Safety inter-lock engaged: Apply parking brake and remove key from ignition</td>
</tr>
<tr>
<td></td>
<td>No power supply: Turn on battery disconnect</td>
</tr>
<tr>
<td></td>
<td>Weak battery: Run engine for 15 min. – start generator – turn off engine</td>
</tr>
<tr>
<td></td>
<td>Connect to campground electricity</td>
</tr>
<tr>
<td></td>
<td>Fuse blown: Replace fuse – call Help Desk for location</td>
</tr>
<tr>
<td>Slide room only moves on one side</td>
<td>Possible mechanical/electrical defect: Retract as much as possible to be able to drive – call Help Desk</td>
</tr>
</tbody>
</table>

Move seat forward before operating slide room
Move seat & backrest forward while driving to avoid damage to the driver seat.
AWNING – Manual Operation

Before rolling out the awning, ensure there is enough space to fully extend it and that it does not interfere with tree branches, etc.

NEVER leave the awning unattended (absence or overnight)!

To enjoy the shade an awning can provide, follow these steps:

1. Release the travel locks and loosen the tightening wheels on both arms

2. Flip the release lever at the roller tube to the ‘roll down’ position, using the pull rod

3. Pull the pull strap using the pull rod. Do not release the awning pull strap.

4. Once the awning is rolled out all the way, move the rafter arms all the way out to the roller tube, stretch the fabric and secure the tightening wheels.

NEVER roll out the awning in windy conditions or rainy weather!
5. To raise the awning up, fold out the handle on the awning arm and pull up to the desired height. Ensure the latching mechanism is properly engaged before letting go.

NEVER release the awning arms from the wall brackets at any time!

To keep the awning pull strap from getting dirty or lost, wrap it loosely around the awning arm closest to the release lever.

To roll up the awning into the travel position have a 2nd person to assist. Center the strap and pull. Hold on tight! The 2nd person flips the release lever. Slowly let the awning roll up – using the pull rod. Ensure the travel locks are engaged and the tightening wheels are tight.

Ensure the release lever at the roller tube is in the ‘ROLL UP’ position - use the pull rod to adjust if needed.

CAUTION: When it is windy or rainy, retract and roll-up the awning!

Remember – Weather conditions can change rapidly. Especially in the desert and mountains!

Before driving off – ensure the awning is properly secured.
AWNING – Electric

Before rolling out the awning, ensure there is enough space to fully extend it and that it does not interfere with tree branches, etc.

NEVER leave the awning open in windy conditions or rainy weather!

NEVER leave the awning unattended (absence or overnight)!

Do NOT unroll too far - Ensure the awning rolls up the correct way – fabric over the top of the roll.
Coachmen Leprechaun vehicles:

Make sure the knobs are NOT tight – just snug – before rolling the awning up.

CAUTION: When it is windy or rainy, retract and roll-up the awning!

Remember – Weather conditions can change rapidly. Especially in the desert and mountains!

Before driving off – ensure the awning is fully rolled up
SETTING UP AND BREAKING DOWN CAMP

When you arrive at the camp site
1. Have a passenger guide you into the camp site to prevent hitting an obstacle and damage the vehicle
2. Park the motor home on a level surface. Otherwise use the levelers to level the vehicle from front to back and side to side (see page 50 – Refrigerator)
3. Apply the parking brake before shifting into park
4. Before extending the slide room(s) make sure there is enough clearance
5. If equipped – extend the entry step (turn off the electrical step, so it remains extended)
6. Hook up the power cord, fresh water and sewer hose
7. Turn on air conditioner or heater – as needed
8. Turn on water heater

Before leaving the camp site
1. Roll up and secure the awning
2. Retract the slide room(s)
3. Close all roof vents and windows
4. Turn off the air conditioner/heater
5. Turn off the water heater and water pump
6. Unplug and store the power cord and TV cable
7. Disconnect and store the fresh water hose
8. Close dumping valves, disconnect and rinse the sewer hose and store it. Put the sewer cap on
9. Release the parking brake and drive motor home off levelers
10. Put levelers in storage
11. Close and lock all compartment doors
12. If equipped – retract the entry step (turn on electrical step, so it retracts when closing the door)
13. Lock the entry door
14. Secure any loose items in the motor home
15. Close all drawers and cabinets inside the motor home
16. Ensure everybody is wearing seat belts
17. Drive carefully on the campground and roads – request help from a passenger in narrow spots

For safety reasons Road Bear RV / Britz USA does not recommend ‘street-side’ camping, which is illegal in some states
### Measurement Conversions

<table>
<thead>
<tr>
<th></th>
<th>Length</th>
<th>Liquids</th>
<th>Weight</th>
<th>Speed</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1 Kilometer (km)</td>
<td>1 gallon (gal)</td>
<td>1 kilogram (kg)</td>
<td>35 miles per hour (mph)</td>
</tr>
<tr>
<td></td>
<td>0.621 miles</td>
<td>3.78 liters</td>
<td>2.205 pounds</td>
<td>56 kilometers per hour</td>
</tr>
<tr>
<td></td>
<td>1 Meter (m)</td>
<td>1 quart (qt.)</td>
<td>1 ounce (oz.)</td>
<td>45 miles per hour (mph)</td>
</tr>
<tr>
<td></td>
<td>3.28 feet</td>
<td>0.94 liters</td>
<td>28.35 grams</td>
<td>72 kilometers per hour</td>
</tr>
<tr>
<td></td>
<td>1 mile (mi) / 5730 feet</td>
<td>1 ounce (fl. oz.)</td>
<td>1 pound (lb.)</td>
<td>55 miles per hour (mph)</td>
</tr>
<tr>
<td></td>
<td>1.609 kilometers</td>
<td>0.03 liter</td>
<td>453 grams</td>
<td>88 kilometers per hour</td>
</tr>
<tr>
<td></td>
<td>1 foot (ft)</td>
<td>1 liter (lt.)</td>
<td>1 ton (t) / 2000 lbs.</td>
<td>65 miles per hour (mph)</td>
</tr>
<tr>
<td></td>
<td>30.48 centimeters</td>
<td>0.264 gallons</td>
<td>906 kilograms</td>
<td>105 kilometers per hour</td>
</tr>
<tr>
<td></td>
<td>1 inch (in)</td>
<td></td>
<td></td>
<td>75 miles per hour (mph)</td>
</tr>
<tr>
<td></td>
<td>2.54 centimeters</td>
<td></td>
<td></td>
<td>120 kilometers per hour</td>
</tr>
</tbody>
</table>

#### Conversion Chart

<table>
<thead>
<tr>
<th>Fahrenheit</th>
<th>Celsius (Centigrade)</th>
</tr>
</thead>
<tbody>
<tr>
<td>212°</td>
<td>100°</td>
</tr>
<tr>
<td>122°</td>
<td>50°</td>
</tr>
<tr>
<td>113°</td>
<td>45°</td>
</tr>
<tr>
<td>104°</td>
<td>40°</td>
</tr>
<tr>
<td>95°</td>
<td>35°</td>
</tr>
<tr>
<td>86°</td>
<td>30°</td>
</tr>
<tr>
<td>77°</td>
<td>25°</td>
</tr>
<tr>
<td>68°</td>
<td>20°</td>
</tr>
<tr>
<td>59°</td>
<td>15°</td>
</tr>
<tr>
<td>50°</td>
<td>10°</td>
</tr>
<tr>
<td>41°</td>
<td>5°</td>
</tr>
<tr>
<td>32°</td>
<td>0°</td>
</tr>
<tr>
<td>23°</td>
<td>-5°</td>
</tr>
<tr>
<td>14°</td>
<td>-10°</td>
</tr>
<tr>
<td>5°</td>
<td>-15°</td>
</tr>
<tr>
<td>-4°</td>
<td>-20°</td>
</tr>
<tr>
<td>-13°</td>
<td>-25°</td>
</tr>
</tbody>
</table>
# VEHICLE SPECIFICATIONS

ALL MEASUREMENTS ARE APPROXIMATE, NOT GUARANTEED AND MAY BE DIFFERENT FOR INDIVIDUAL VEHICLES AND MAY CHANGE ANY TIME WITHOUT PRIOR NOTICE!

<table>
<thead>
<tr>
<th>Model</th>
<th>U-; Class A</th>
<th>R-; Class C</th>
<th>P-; Class C</th>
<th>M-; Class C</th>
<th>L-; Class C</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>30-32 ft. / 9.1-9.8 m</td>
<td>28-30 ft. / 8.5-9.2 m</td>
<td>25-27 ft. / 7.6-8.3 m</td>
<td>22-24 ft. / 6.7-7.4 m</td>
<td>21-23 ft. / 6.4-7.1 m</td>
</tr>
<tr>
<td>Gross Vehicle Weight</td>
<td>18,000 lbs. / 8154 kg</td>
<td>14,500 lbs. / 6568 kg</td>
<td>14,500 lbs. / 6568 kg</td>
<td>12,500 lbs. / 5662 kg</td>
<td>10,360 lbs. / 4693 kg</td>
</tr>
<tr>
<td>Fuel - Gasoline</td>
<td>Minimum 89 octane or higher unleaded gasoline – <strong>NO DIESEL</strong></td>
<td>Noted on filler cap (if not available: 5W-30 acceptable)</td>
<td>Red or yellow in color – fill only with <strong>drinking water</strong>!</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Motor &amp; Generator oil</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Coolant / Anti-freeze</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tire pressure</td>
<td>See information near driver seat / on door jamb – Blue label with Ford logo</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Automatic transmission</td>
<td>6 gears with tow/haul mode</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Engine Type / Size</td>
<td>Gasoline V-10 / 6.8L</td>
<td></td>
<td>Gasoline V-6 / 3.7L</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Engine Power</td>
<td>320 HP / 324 PS</td>
<td>305 HP / 309 PS</td>
<td>275 HP / 278 PS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Engine Torque</td>
<td>460 ft-lb / 623 Nm</td>
<td>420 ft-lb / 569 Nm</td>
<td>260 ft-lb / 352 Nm</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fuel tank capacity</td>
<td>80 gal / 302 liters</td>
<td>55 gal / 210 liters</td>
<td>25 gal / 95 liters</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fuel consumption</td>
<td>5-8 mpg / 30-45 l/100km</td>
<td>7-10 miles per gallon / 25-35 l/100 km</td>
<td>9-12 mpg / 19-26 l/100km</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Required width clearance</td>
<td>10'10&quot; / 330 cm</td>
<td>10'6&quot; / 320 cm</td>
<td>9'5&quot; / 290 cm</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Required vertical (height) clearance</td>
<td>13' / 396 cm</td>
<td>12' / 365 cm</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Interior height</td>
<td>7' / 213 cm</td>
<td>6'10&quot; / 208 cm</td>
<td>6'9&quot; / 205 cm</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Microwave volume</td>
<td>0.9 - 1.2 cu ft. / 25 - 34 liters</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Refrigerator volume</td>
<td>6 - 7 cu ft. / 170 - 198 liters</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Allowable city water pressure</td>
<td>45 Pound Square Inch / 3.1 bar</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Electricity power supply</td>
<td>120 Volt AC, 60 Hz, 30 Amp</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Water heater capacity</td>
<td>6 gallons / 22 liters; about 20 – 30 minutes until hot water is available</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fresh water capacity</td>
<td>50 gal / 189 liters</td>
<td>40-48 gal / 151-180 liters</td>
<td>40-56 gal / 151-210 liters</td>
<td>40-56 gal / 151-210 liters</td>
<td>38 gal / 143 liters</td>
</tr>
<tr>
<td>Grey water capacity</td>
<td>40-44 gal / 151-166 liters</td>
<td>28-31 gal / 105-117 liters</td>
<td>25-28 gal / 94-105 liters</td>
<td>28-38 gal / 105-143 liters</td>
<td>2x 21 gal / 2x 79 liters</td>
</tr>
<tr>
<td>Black water capacity</td>
<td>40 gal / 151 liters</td>
<td>26 gal / 98 liters</td>
<td>22-26 gal / 83-98 liters</td>
<td>22-25 gal / 83-95 liters</td>
<td>28 gal / 106 liters</td>
</tr>
<tr>
<td>Propane tank Fill capacity is limited to 80%</td>
<td>20 gal / 74 liters</td>
<td>12-16 gal / 45-60 liters</td>
<td>12-16 gal / 45-60 liters</td>
<td>10-16 gal / 37-60 liters</td>
<td>10 gal / 37 liters</td>
</tr>
</tbody>
</table>
RETURNING THE MOTORHOME AT THE END OF YOUR TRIP

1. **RETURN** the motorhome between **8:00** and **10:30 a.m.** If you do not require the transfer to the airport or airport hotels, return no later than **11:00 a.m.** If the motorhome has any damage, please return **before 09:30 a.m.**

2. **BEFORE** returning to Road Bear RV; at the last campground or overnight stop:
   
a. **Dispose** of any left-over food and trash

b. **Pack** your personal belongings and luggage

c. **Clean** the inside (wipe clean the shower, toilet, sinks, refrigerator, stove, oven, microwave; wash the dishes, pots, pans, and coffeemaker) and sweep out the motorhome

d. **Drain** the waste water tanks. **Tanks must be empty!**

3. **Fuel and propane** tanks need to be **FULL** (verify the tank indicators!)

![Tank Display shows "E" when empty]
4. At Road Bear RV:
   a. Please unload all linens and camping chairs and put them in their designated return areas
   b. Please unlock all exterior compartment doors
   c. Check all storage areas and cabinets, remove all personal items. Items left behind will be discarded after 14 days
   d. Let our office staff know that you are ready for the check-in

**COMPLEMENTARY SHUTTLE SERVICE**

The vehicle return has to be concluded by 10.30 a.m. for the transfer. The shuttle transfer to the airport or airport hotels departs Road Bear RV at 11:00 a.m. only – there are no other shuttle runs!

If you require a taxi to an alternate location or for an early flight, please contact the return location in advance.

**There is no shuttle service for late returns!**
**Shuttle service is only once a day (11:00 a.m.)**

**MINIMUM CHARGES**

- Late charges: US$ US$300.00 plus direct customer daily rate
- Gasoline: As calculated upon return plus a handling fee
- Propane: As calculated upon return plus a handling fee
- Dumping: up to US$ 75.00
- Cleaning Fee: US$ 50.00 minimum; US$ 250.00 minimum for smoking & pets
## RENTAL LOCATION ADDRESS LISTINGS

### Business Hours:
- **Monday – Friday**: 8:00 AM – 5:00 PM
- **Saturday**: 8:00 AM – 1:00 PM (by appointment)
- **Sundays & Holidays**: closed

(New Year’s Day, Presidents Day; Memorial Day; 4th of July; Labor Day; Thanksgiving Day, Christmas Day)

<table>
<thead>
<tr>
<th>Location</th>
<th>Address</th>
<th>City, State Zip</th>
<th>Phone</th>
<th>Toll Free</th>
<th>Access Note</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dallas (DFW)</td>
<td>3500 S Central Expwy</td>
<td>McKinney, TX 75070</td>
<td>1-818-865-2925</td>
<td>1-866-491-9853</td>
<td>34 miles / 55 km from DFW airport – No public transport access – No shuttle service provided</td>
</tr>
<tr>
<td>Denver (DEN)</td>
<td>7685 Dahlia Street</td>
<td>Commerce City, CO 80022</td>
<td>1-720-570-1100</td>
<td>1-866-457-1100</td>
<td>22 miles / 35 km from DEN airport – No public transport access</td>
</tr>
<tr>
<td>Las Vegas (LAS)</td>
<td>4730 Boulder Highway</td>
<td>Las Vegas, NV 89121</td>
<td>1-702-453-1109</td>
<td>1-866-303-1057</td>
<td>8 miles / 13 km from LAS airport – Impractical public transport access</td>
</tr>
<tr>
<td>Los Angeles (LAX)</td>
<td>28404 Roadside Drive</td>
<td>Agoura Hills, CA 91301</td>
<td>1-818-991-2794</td>
<td>1-866-527-6876</td>
<td>36 miles / 58 km from LAX airport – Impractical public transport access</td>
</tr>
<tr>
<td>New York (NYC)</td>
<td>42 State Route 36 East</td>
<td>North Middletown, NJ 07748</td>
<td>1-732-495-0959</td>
<td>1-866-787-3682</td>
<td>33 miles / 53 km from EWR airport - NJ TRANSIT train between Middletown and EWR &amp; Manhattan / Ferry between Belford/Harbor Way and Manhattan – Free transfer to &amp; from train station/ferry terminal offered with prior appointment only</td>
</tr>
<tr>
<td>Orlando (MCO)</td>
<td>3800 W Colonial Drive</td>
<td>Orlando, FL 32808</td>
<td>1-407-384-9241</td>
<td>1-855-926-8727</td>
<td>17 miles / 27 km from MCO airport – Impractical public transport access</td>
</tr>
<tr>
<td>San Francisco (SFO)</td>
<td>420 San Leandro Blvd</td>
<td>San Leandro, CA 94577</td>
<td>1-510-564-4444</td>
<td>1-866-249-1119</td>
<td>30 miles / 48 km from SFO airport – BART (train) to/from downtown &amp; airport</td>
</tr>
<tr>
<td>Seattle (SEA)</td>
<td>1541 South 96th Street</td>
<td>Seattle, WA 98108</td>
<td>1-206-334-7303</td>
<td>1-855-732-1541</td>
<td>7 miles / 11 km from SEA-TAC airport – Bus 132 stop Des Moines Memorial Drive S at S 96th St</td>
</tr>
</tbody>
</table>

For maps visit the [Road Bear RV website](http://www.roadbearrv.com/en/contact-us/branch-locations) or [Google Maps](https://maps.google.com)

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2. [https://maps.google.com](https://maps.google.com)