

**United RV Rentals
Troubleshooting Guide**

System: 11 0V Power

Problem	Possible Cause	Check/Solution
Generator running but no 11 0V power in the coach.	1) Generator breaker tripped. 2) Breakers in power converter tripped. 3) Shore line not plugged into the receptacle in the shore line compartment in models without automatic transfer modules.	1) Reset the breaker on the generator. 2) Reset the breakers in the power converter. 3) Plug the shore line into the receptacle in the shore line compartment.
Plugged into shore power but no 110V power in coach.	1) Breaker at shore power hook up is off. 2) Breakers on the generator are off.	1) Reset the breaker in the shore power box. 2) Reset the breakers on the generator.
Microwave and A/C work but no 110V power to outlets.	1) GFI circuit is tripped. 2) Power converter breakers are tripped.	1) Reset the GFI outlet in the bathroom and/or the kitchen. 2) Reset the breakers in the power converter.

System: 12 Volt Power System

Problem	Possible Cause	Check/Solution
No power to appliances or amenities.	1) Low auxiliary battery. 2) Blown fuses in the battery compartment. 3) 40 amp breaker needs to be reset or needs to cool down. 4) Battery disconnection switch at side door entrance is off.	1) Run the engine battery for 20 to 30 minutes to recharge the auxiliary battery. 2) Replace blown fuses. 3) Reset the 40 amp breaker. 4) Reset the battery disconnection switch to the ON position.

System: Auxiliary Battery

Problem	Possible Cause	Check/Solution
Reading low on the monitor panel.	1) Auxiliary battery is low.	1) Run the engine battery for 20 to 30 minutes to recharge the auxiliary battery.
"Rotten egg" smell.	1) The auxiliary battery is emitting sulfur fumes due to a possible short, or overcharging.	1) Call Roadside Assistance. Open all windows and, if possible, doors and keep the unit aired out.

System: CO Detector

Problem	Possible Cause	Check/Solution
Alarm sounds and will not reset.	1) CO in coach, possibly because the engine or the generator has been running while the doors or windows were open.	1) Shut off the engine and/or the generator. Open all doors and windows and let the coach air out. Then, reset the detector.
CO detector "chirping".	1) Low 9V battery on battery operated detector. 2) Low auxiliary battery on hard-	1) Replace the 9V battery. 2) Run the engine battery for 20 to 30 minutes to recharge the auxiliary

System: Coach Lighting

Problem	Possible Cause	Check/Solution
Lights are dim or not working.	1) Low or dead auxiliary battery.	1) Run the engine battery for 20 to 30 minutes to recharge the auxiliary battery. If problem continues, call Roadside Assistance.

System: Engine Ignition System

Problem	Possible Cause	Check/Solution
Engine cranks slowly or not at all.	1) Poor engine battery condition. 2) Low charge in engine battery.	1) Clean and/or tighten the battery terminals. 2) Use the emergency start switch on the lower left corner of the dash while turning the ignition key.
Key is stuck or will not turn at all.	1) Steering wheel is turned too far to the left or right.	1) Make sure that the transmission is in the P(ark) position, step on the brake pedal and then firmly rotate the steering wheel left or right until the key turns freely.

System: Fresh Water System

Problem	Possible Cause	Check/Solution
Fresh water tank will not fill.	1) Tank is already full. 2) Fill pressure is too high. Attempting to fill the tank at the City water connection. (Note: on some models such as Coachman products, you CAN fill the fresh water at the City water connection)	1) Check the monitor panel reading and run water. 2) Make sure the hose is attached to the receptacle behind the "Fresh/Potable" door.

System: Furnace

Problem	Possible Cause	Check/Solution
Furnace blows cold air.	<ol style="list-style-type: none"> 1) Unit is out of LPG. 2) Main LPG valve is off. LPG detector is off. 3) There is air in the LPG lines. 	<ol style="list-style-type: none"> 1) Refill the LPG tank. 2) Turn on the main LPG valve. 3) Reset the LPG detector. <p>Turn the furnace on and off several times, waiting 30 to 45 seconds between cycles or light the stove burners and let run for a few minutes.</p>
Furnace does not work at all.	<ol style="list-style-type: none"> 1) Blown fuse in power converter. 2) Low auxiliary battery. 3) Dust in the wall thermostat. 	<ol style="list-style-type: none"> 1) Replace the 15amp fuse in the power converter, or the 2amp fuse in the wall thermostat. 2) Run the engine battery for 20 to 30 minutes to recharge the auxiliary battery. 3) Open the cover of the thermostat. Use a screwdriver to clean out dirt particles between the contacts.

System: GCFI power outlet

Problem	Possible Cause	Check/Solution
Reset button does not pop out when tested.	<ol style="list-style-type: none"> 1) Loss of ground fault protection. 	<ol style="list-style-type: none"> 1) Turn the generator on and reset the GFI outlet. If this does not resolve the problem, call Roadside Assistance. Do not use the outlets until problem is resolved.

System: Gauges & Instruments

Problem	Possible Cause	Check/Solution
ABS light flashing or stays lit.	<ol style="list-style-type: none"> 1) The anti-lock brake system is disabled. Normal braking is still effective. 	<ol style="list-style-type: none"> 1) Call Roadside Assistance.
Brake light is lit.	<ol style="list-style-type: none"> 1) Parking brake may be on. 2) Low on brake fluid. 	<ol style="list-style-type: none"> 1) Release the parking brake. 2) Check and fill the brake fluid.
ABS and brake light are both lit.	<ol style="list-style-type: none"> 1) ABS sensor malfunction. 2) Combination of ABS problem plus park brake on or low brake fluid. 	<ol style="list-style-type: none"> 1) Call Roadside Assistance. 2) Release the parking brake and/or check and fill the brake fluid. If not resolved, get service as soon as possible.

SES light is blinking.	1) Engine mis-fire.	1) Call Roadside Assistance. Drive at a moderate speed and avoid acceleration and deceleration.
SES light stays on.	1) One of the engine's emission control systems may be malfunctioning.	1) Vehicle may be running out of fuel. Poor quality fuel or water in the fuel. Fuel cap may not have been properly installed and securely fastened. Check all of these, but call Roadside Assistance as well.
TCIL light is on or is blinking.	1) Overdrive is off. 2) Transmission malfunction detected.	1) Reactivate Overdrive. 2) Call Roadside Assistance to arrange for service.

System: Generator

Problem	Possible Cause	Check/Solution
Circuit breaker trips.	1) Overloaded circuit.	1) Turn off some of the electrical load and reset the circuit breaker.
Cranks, but will not start.	1) Not enough fuel in the gas tank. 2) Plugged fuel filter. 3) Fuel pump inoperative. 4) Bad spark plug. 5) Low oil level.	1) Add fuel to the gas tank. Must be above 3/8 tank. 2-4) Call roadside Assistance. 5) Add 10/30W oil to the generator – do not overfill.
Cranks slowly or not at all.	1) Low auxiliary battery. 2) Load is on the generator before it is on. 3) Bad battery connection. 4) Blown fuse. 5) House A/C is on.	1) Run the engine battery for 20 to 30 minutes to recharge the auxiliary battery. 2) Disconnect the load before starting the generator. 3) Clean and/or tighten the connections at the auxiliary battery. 4) Replace the fuse on the generator control panel. 5) Turn house A/C off.
Generator runs, then surges.	1) Needs service. 2) Possible loose or worn spark plug lead.	1) Call Roadside Assistance. 2) Check spark plug leads at spark plug ignition coil.
Starts, then runs only until start button is released.	1) Low oil level in the generator. 2) Serious malfunction in the generator.	1) Check oil and add 10/30W oil if needed. 2) Call Roadside Assistance.
Stops when driving around corners.	1) Low fuel levels. 2) Low oil level. 3) Excess oil.	1) Refill the engine gas tank. 2) Add oil if necessary. 3) Reduce the oil level in the generator.

System: Holding Tanks

Problem	Possible Cause	Check/Solution
Holding tanks do not dump when valve handle is pulled.	<ol style="list-style-type: none"> 1) Tank contents are frozen. 2) Dump valve is broken. 	<ol style="list-style-type: none"> 1) Try to dump again after you have moved to a warmer climate. 2) Call Roadside Assistance.
Monitor panel says tank is full, or registers more than empty after you have dumped them.	<ol style="list-style-type: none"> 1) Non-RV toilet paper has been used and is now hung up on the sensors, or grease or oil has been poured down the sink and is coating the sensors. 	<ol style="list-style-type: none"> 1) Do not run water into tank for a while to let the sensors dry out, then try again. If still not reading properly, try to flush tanks out several times at a dump station.

System: Kitchen Sink

Problem	Possible Cause	Check/Solution
Little or no flow.	<ol style="list-style-type: none"> 1) Water pump is off. 2) Unit is out of fresh water. 3) Clogged aerator. 	<ol style="list-style-type: none"> 1) Turn the water pump on at the monitor panel. 2) Add water to the fresh water tank. 3) Unscrew the faucet aerator and flush out or leave off if needed.

System: LPG System

Problem	Possible Cause	Check/Solution
LPG not flowing to amenities.	<ol style="list-style-type: none"> 1) Tank main valve not open. 2) LPG detector switch off or dead battery. 3) Low pressure in LPG tank. 4) Outside temperature is too cold. 	<ol style="list-style-type: none"> 1) Turn on the main valve. 2) Turn LPG detector on or replace battery. 3) Add LP to the main tank. 4) Move to a warmer location until the propane warms up.
LPG detector alarm activated or will not reset.	<ol style="list-style-type: none"> 1) Low auxiliary battery. 2) Combustible fumes in area of detector. 	<ol style="list-style-type: none"> 1) Run the engine battery for 20 to 30 minutes to recharge the auxiliary battery. 2) Air out the motor home and try to reset the detector. If unable to reset, call Roadside Assistance.

System: Microwave Oven

Problem	Possible Cause	Check/Solution
No clock or light.	1) No 11 0V power to the microwave.	1) Turn on the roof A/C. If the roof A/C works, check the breakers in the power converter. If the roof A/C does not work, troubleshoot the 110v system. If the roof A/C works and the breakers are OK, check in the cabinet next to the microwave to see if it is plugged in.
Clock and light work but unit does not heat food.	1) Microwave is defective.	1) Call Roadside Assistance.

System: Monitor Panel

Problem	Possible Cause	Check/Solution
No lights on panel.	1) Blown fuse. 2) Dead auxiliary battery.	1) Check the fuse at the power converter marked "Monitor Panel". Change if necessary. 2) Check and charge the auxiliary battery.

System: Oven

Problem	Possible Cause	Check/Solution
Turned knob but oven won't light.	1) Pilot light must be lit manually first.	1) Turn oven knob to "Pilot", then use match or lighter to light pilot light.

System: Refrigerator

Problem	Possible Cause	Check/Solution
Norcold shows "A" on display screen.	1) Freezer operative, refrigerator is inoperative.	1) Reset refrigerator by turning off and on. Reset the climate control switch inside the freezer door frame. If problem persists, call Roadside Assistance.
Norcold shows "F" on display screen.	1) Complete unit failure.	1) Call Roadside Assistance.
Norcold shows "H" on display screen.	1) Humidifier is inoperable.	1) Call Roadside Assistance.

Refrigerator does not turn on.	<ol style="list-style-type: none"> 1) Low or dead auxiliary battery. 2) Motor home is not level enough. 	<ol style="list-style-type: none"> 1) Run the engine battery for 20 to 30 minutes to recharge the auxiliary battery. 2) Level the unit until at least 70% of the bubble is in the circle.
Refrigerator does not work in either mode.	<ol style="list-style-type: none"> 1) Element in the refrigerator is not cooling. 2) Vents are blocked. 	<ol style="list-style-type: none"> 1) Cooling grill is not attached. Attach it. 2) Un-block the vents.
Refrigerator does not work in LPG mode.	<ol style="list-style-type: none"> 1) Low auxiliary battery. 2) Out of LPG. 3) LPG turned off. 4) LPG detector is off. 5) Air in the line. 	<ol style="list-style-type: none"> 1) Run the engine battery for 20 to 30 minutes to recharge the auxiliary battery. 2) Refill the LPG tank. 3) Turn on the LPG valve at the tank. Check that the manual shut off valve is open. 4) Reset the LPG detector. Cycle refrigerator on and off several times, wait 30 seconds between cycles. 5) Turn the stove burners on for about 1 minute to push the air out of the line.
Refrigerator does not work in 11 0V mode.	1) No 11 0V power to coach. Circuit breaker tripped.	1) If the microwave clock is on, check the breaker for the appliances in the power converter. If not, troubleshoot the 11 0V system.

System: Rooftop A/C

Problem	Possible Cause	Check/Solution
A/C doesn't run.	1) No 11 0V to rooftop A/C.	<p>1) If the microwave works, check the breaker for the roof A/C in the power converter. In ducted-type</p> <p>A/C's only, you may also check the 2a fuse in the wall thermostat. If the microwave does not work, troubleshoot the 110V system.</p> <p>Note: In Class A models with 2 roof air conditioners, you should only run one at a time.</p>

System: Shower

Problem	Possible Cause	Check/Solution
Shower faucet turned on but no water coming out.	1) Knob at back of shower head is turned off. 2) Other fresh water problem.	1) Turn knob on the back of the shower head. 2) Troubleshoot the fresh water system.
Water backs up into shower while running kitchen or bath faucet.	1) Gray holding tank is full.	1) Empty the gray water holding tank.
Water backs up into shower while using it.	1) Gray holding tank is full. 2) Shower drain basket is plugged.	1) Empty the gray water holding tank. 2) Clean the shower drain basket.

System: Stove top

Problem	Possible Cause	Check/Solution
LPG flowing out of the burner, but igniter will not light LPG.	1) Manual igniter inoperative. 2) Igniter lead has come off the igniter.	1) Use matches/lighter or call Roadside Assistance. 2) Lift stove top up and reconnect the orange lead to the back of the igniter, or use matches or a lighter.
Stove burner will not light.	1) LPG not getting to the stove.	1) Troubleshoot the LPG system.

System: Toilet

Problem	Possible Cause	Check/Solution
No water to the toilet.	1) Various.	1) Troubleshoot the fresh water system.

System: Water Heater

Problem	Possible Cause	Check/Solution
Red light stays on.	1) No LPG getting to system. 2) Pilot is malfunctioning.	1) Check to see if LPG is present at the stove. If not, troubleshoot the LPG system. 2) Check the diode connection at pilot light.
Red light does not come on at all.	1) Water heater was on and water is now hot. 2) Fuse blow in the power converter panel.	1) Check faucet for hot water. 2) Replace the 5a fuse in the power converter.
Water heater leaks at the relief valve.	1) This is common due to expansion after the water	1) Use some hot water. This should relieve pressure.

heater heats water up to operating temperature.
Debris in the relief valve.

If this does not resolve the problem, call Roadside Assistance.

System: Water Pump

Problem	Possible Cause	Check/Solution
Water pump not causing water to move through system.	1) Dead or low auxiliary battery. 2) Fresh water tank may be empty.	1) Run the engine battery for 20 to 30 minutes to recharge the auxiliary battery. 2) Fill the fresh water tank.