



Rox
VANS
from Associated

Owner's Manual

(Keep in glove compartment for quick reference)

2008-2013 Chrysler

Version 4.3

Table of Contents



Introduction	1	Jacking	15
Warranty Procedures	2	Emergency Operation	16
Warranty Coverage	3	Troubleshooting	20
Preventative & Battery Maintenance	4		
Basic Operation	6		
Electronic Kneeling System Operation	8		
Securing Your Wheelchair	9		
Clip-In Seating	12		
Transferring	13		
		Specifications - See OEM Owner's Manual or driver's door jamb for modified van's Tire and Loading Information.	



Welcome to Rollx Vans!

Rollx Vans congratulates you on your new purchase! We greatly appreciate your choice in a Rollx Vans Van.

We have included a Rollx Vans Owner's Manual to help with questions you may have on your new van. This manual will include information on warranty coverage, procedures, basic operation, securing your wheelchair, transferring and troubleshooting.

Here at Rollx Vans we are very excited to have you as our customer and strive towards your complete satisfaction in the years to come.

Our Mission

To improve the quality of life of people with disabilities of all income levels by delivering the best modified vehicle.

We intend to keep that customer for life by following up with a level of service that exceeds all of their expectations.

Our Values

Quality • Compassion • Honesty • Integrity • Fairness



For all warranty or reimbursement needs, **YOU MUST HAVE PRIOR AUTHORIZATION** by the Rollx Vans Service Department.

1. Call **1-800-956-6668**, and a Rollx Vans Customer Service Representative will assist you in any concerns or issues you have with your van.
2. The service representative will evaluate what repair is needed, and either set up an appointment with an "At Home" service technician or direct you to a nearby service facility. An authorization number **must** be issued.

After Hours Emergency Service: If you experience an after-hours service emergency, please call: **(612) 670-8409** and a service technician will assist you.

Warranty Coverage Information

Rollx Vans will work with many repair facilities. Rollx Vans reserves the right to approve a repair shop or recommend an alternative.

Rollx Vans may request that defective parts be returned to our customer service department for inspection. If defective parts are found to be defective because of abuse or neglect, reimbursement for the new replacement parts may be denied. Rollx Vans reserves the right to use rebuilt components.

Rollx Vans will ship all warranted replacement parts by nationwide carrier. In most cases, shipment will be by ground transport and absorbed by Rollx Vans. Any other mode of transportation will be at the expense of the customer.



Rollx Vans Conversion

Including - Dropped Floor, Rollx Vans Power Door, Power Ramp, and Electric Kneeling. Other options are **not** included in this warranty. See manufactures warranty for factory options.



**For information regarding extended warranty plans, please call the Rollx Vans finance department at 800-956-6668.*

Rollx Vans Limited Warranty (3 yrs/36,000 miles)

Rollx Vans is pleased to provide its customers with exceptional warranty coverage. The Rollx Vans coverage begins the day the van is delivered, at the current mileage. Rollx Vans will cover any repair due to any defective parts or workmanship done during or resulting from the conversion process. The Rollx Vans Warranty is good for 3 yrs/36,000 miles; whichever one comes first.

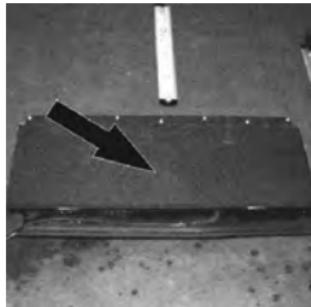
Except for the items listed below:

Interior, Rollx Vans Remotes, Exhaust, Paint/Body, EZ Lock Power Tiedown, Rollx Vans 6-Way Transfer Seat, Dual Battery System, Zero/Reduced Effort Steering, Hand Controls, Touchpads and Voice Scans (All items listed are covered for 1 yr/12,000 miles).

Structural integrity for Ramp and Frame/Floor components (covered for 7 yrs/70,000 miles).



Periodically make sure lower door track is free of debris and vacuum track out.



If van is equipped with an In-The-Floor-Ramp, spray the hinge with a Silicon or Teflon base lubricant on the protective cover every 6 months.



If van is equipped with a Power Folding Ramp, spray lower hinge and upper hinge with a Silicon or Teflon base lubricant - **NOT WD40**.

This should be done every 6 months.

Note: Ramp hinges and door tracks need to be kept clean and free from debris at all times. Check this every time you fill your van with gas.

BATTERY MAINTENANCE

Daimler Chrysler states that a vehicle that has not been operated for approximately twenty days may discharge the battery to an inadequate level. Rollx Vans recommends starting your van every 4-5 days, allow it to run 15-20 minutes to keep the battery at a sufficient state of charge.



Section 4 - Preventative & Battery Maintenance



Lightly lubricate the kneeling chain with a light lithium grease every 6 months. This is located by the right rear tire. Periodically make sure that the knee actuator compartment is free of debris. This is located in the rear of the van, under the floor, behind the rear bench seat.



Accessories

Hand Controls: Periodically lubricate hand controls. Oil and maintenance instructions come with the hand controls. Follow the instructions accordingly.

Power Tiedown: Periodically check power tiedown for wear and tear. Make sure the power tiedown is free of debris at all times. Ensure that the power tiedown alarm and release button are operating correctly.

6-Way: Periodically tighten and lubricate 6-way seat with light lithium grease. Make sure that the tracks are free of debris at all times.

Car Wash Information

Preferably have your van hand washed. If this is not available, use a touchless car wash only if it has a stop bump and not double rails. DO NOT USE A PULL THROUGH CAR WASH!

Note: Using a car wash that pulls a vehicle through or slides a vehicle on rails may cause damage to the ground effects.



Section 5 - Basic Operation

To open the door and deploy the ramp, press and release any of the Rollx Vans user buttons pictured. If the van is equipped with an In-The-Floor-Ramp, make sure there is no pressure on the cover plate.



User Button



User Button



User Button



User Button Remote

To close the door and stow the ramp, press and release any of the user buttons pictured.

Note: For the Rollx Vans system to operate, the overhead ON/OFF switch needs to be in the ON position.



Overhead
On/Off Switch

Note: If your van is equipped with a security system and you are using the Rollx Vans remote, you must unlock the doors (with the OEM remote) before the Rollx Vans system will respond.

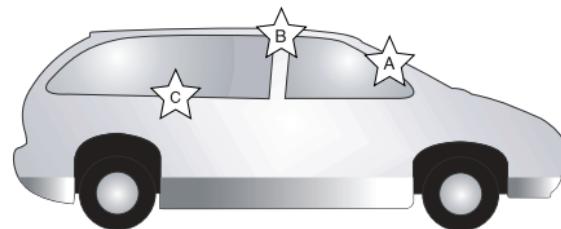
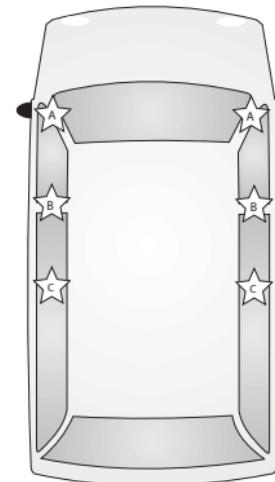


**Rollx Vans Reset
Button**

Rollx Vans Reset Button

Note: The Reset Button reboots the system and corrects many system failures. If a failure occurs, first hit the Reset Button and press Rollx Vans user button to operate the system again.

Location of the A, B, and C pillars



Section 6 - Electronic Kneeling System Operation



On center dash, locate the Kneel ON/OFF rocker switch. With switch pressed towards the ON position, the van will automatically kneel (lower) when door is opened and ramp is deployed.

If the switch is in the OFF position, the van will remain “un-kneled” when door is opened and ramp is deployed.

Note: If a situation occurs that you can only deploy the ramp out on a curb, you must turn the kneeler to the OFF position. Damage may occur to the ramp motor if you leave the kneeler ON.



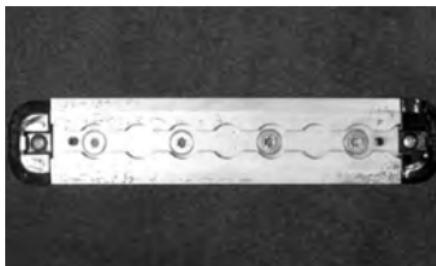
Rollx Vans Kneel Switch



Section 7 - Securing Your Wheelchair

Securing Manual Tiedown Straps:

1. Put latch from tiedown strap into the track on the floor and slide until tab clicks into place. Check to make sure strap is securely in place.
2. Attach the strap to the frame of the wheelchair using the metal clasps.
3. Remove slack from strap. If you are using ratcheting tiedowns, ratchet three times to make sure the wheelchair is secure.



Note: Tracks are located throughout the cargo and passenger areas of the vehicle.

Attaching a lap belt for wheelchair use:

1. Put latch from belt supplied into track on the floor and slide until tab clicks into place. Check to make sure the belt is securely in place.
2. Guide belt inside wheelchair and secure with corresponding seatbelt tab.



Section 8 - Securing Your Wheelchair



Using an EZ LOCK Power Tiedown:

1. The ignition must be off for the base lock to release.
2. Make sure base is unlocked and ready to accept the wheelchair. If base is locked, press release button on the control module and base lock will release.

Note: Once you release the base lock, it will only stay unlocked for approximately 6 seconds.



3. Position your wheelchair so that the bolt will slide into the base. Move forward into base until you are locked in (you will hear a clicking sound when wheelchair is secured).
4. Once secured into lock, secure seatbelt using regular shoulder belt and belt receptacle.



Note: The EZ LOCK Tiedown emits a high-pitched alarm when you turn the ignition key ON if your wheelchair is not locked securely into place.



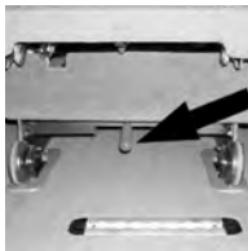
Section 8 - Securing Your Wheelchair

Exiting the EZ LOCK Power Tiedown:

1. Van must have the ignition OFF for the base lock to release. To remove your wheelchair, remove your seatbelt and press the release button on the control module.
2. You will have approximately 6 seconds to back your wheelchair out of lock before it re-latches.

Note: If the tiedown is unoccupied and the alarm is going off, press the system-disable button located next to the release button. Alarm will shut off.





Removal of quick release seats:

1. Make sure IGNITION is OFF.
2. If the van is equipped with factory powered seating, **unscrew power seat plug under footrest.** Depending on vehicle options, your van might have additional plugs. **Unplug as needed.**
3. To release the seat from the floor pull the red handle underneath rear of seat as far towards you and down as possible.
4. Pull seat slightly towards the rear to clear clips.
5. Tilt chair backwards onto wheels and roll out of van.

Re-mounting quick release seats:

1. Roll chair back into position over the four mount holes in the floor. Be sure red release handle is pulled OUT - towards back of seat.
2. Rest chair into place. Let bottom of chair drop into clip-ins. Push bottom of chair forward.
3. Push red release-handle in, past center, until the handle locks. Check to ensure chair is firmly locked down.
4. Reattach power seat plugs if so equipped.



* If van is built before 8/1/2008 and equipped with the memory function for the driver's seat, the supplied shunt must be installed as shown if the driver's clip-in is removed to prevent the seat belt warning light from turning on.



Operation of the 6-way seat:

Switch Box or Pendant Control



1. To swivel the seat use the “Swivel” switch or “Left/Right” buttons - rotate the seat to the desired location to transfer or drive.
2. To slide seat forward or backwards use the “Forward/Back” switch/buttons - move the seat to the desired location to transfer or drive.

Note: Once in driving position, the 6-way seat must be all the way forward for the seat to lock into position. When 6-way is all the way forward and is too close to the steering wheel for comfortable driving, use the factory seat controls to move the seat backwards. Keep feet clear while sliding forward.

Note: Using factory adjustments, ensure factory seat is fully upright for swiveling to avoid seat contact with wall.



Operating the Rollx Vans 6-way Seat (continued):

3. To adjust height for the seat use the "Up/Down" switch/buttons - raise/lower the seat to proper height for transferring or driving.
4. If your van is equipped with factory power seats, further adjustments can be made on the left side of the driver seat and the right side of the passenger seat.
5. Vans equipped with manual seat controls for tilt are found on the left side of the driver seat and the right side of the passenger seat. The forward and back adjustment can be found in front of the seat by pulling on a metal handle. Refer to the factory owner's manual for adjustment.

Warning: Do not operate the Transfer Seat while driving. Pendant control Transfer Seats will only operate if van is not in park or neutral. Keep all items clear of controls while operating the vehicle.



Transfer Seat Controller Reset

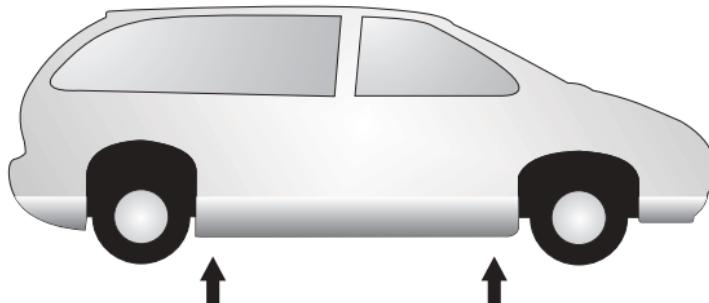
IMPORTANT: If battery is disconnected you may have to press one of the Transfer Seat controller reset buttons located either on the control board under the seat or under the metal bracket that holds the Hand Pendant in order to reactivate the seat.



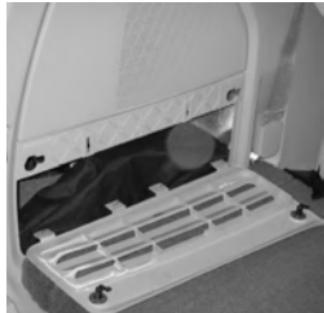
Section 11 - Jacking

The spare tire is located in rear of van, underneath the filler boxes. The jack is located on the left side of the van behind the rear seat in a storage compartment. Jacking points are located at all four-wheel positions underneath the vehicle (as pictured).

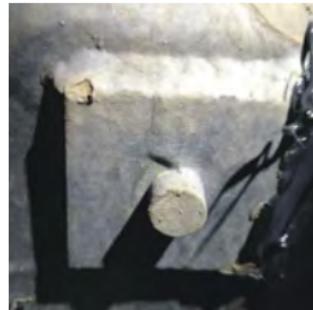
Refer to factory owner's manual for jacking instructions.



Spare Tire



Jack Location



Jacking Point

Section 12 - Emergency Operation



Manual Door Operation

To open the door manually from the inside of van, unlock door and push in the black release button on the door handle, then the door will slide open.



To open the door manually from the outside of the van, unlock door and pull the factory handle straight out to release, then the door will slide open.

Manual Ramp Operation

Folding Ramp:

To manually deploy the ramp, apply approximately 10-15 lbs. of constant pressure to push ramp out of the van.

To manually stow the ramp, lift the ramp up and push it back into the vehicle. Lift ramp at folding hinge as pictured. **(Be mindful of hand placement to avoid injury.)**



Manually Deploy



Manually Stow



Manual Ramp Operation - Power Override

In-The-Floor Ramp:

The switch is located Driver Side "B" Pillar. Use this switch to either deploy or stow the ramp in the event of a failure. ***Make sure the sliding door is all the way open before deploying the ramp!***

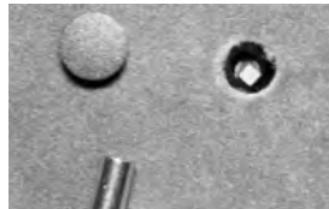


Manual Ramp Operation

In-The-Floor Ramp:

1. If manual ramp operation with power override doesn't work then to manually deploy the ramp, locate the release handle on the floor for the In-The-Floor ramp.
2. Find the black plug behind the driver's seat and remove.
3. Insert release handle, and turn it all the way counterclockwise, approximately 90 degrees.
4. The ramp is now in manual.

Pick up the protective flap (which is at the other end of the ramp) and pull the ramp out.



Section 12 - Emergency Operations



To manually stow the In-The-Floor ramp, follow the steps from page 17 to get the ramp into manual.

Once in manual, pick up the ramp and slowly push it into the van.

Once the ramp is completely in the van, turn the release handle clockwise to lock ramp into place.



EZ Lock Power Tiedown Manual Release:

Locate the red release lever on the front of the EZ Lock base. Move horizontally to the right to unlock. Make sure the wheelchair is all the way forward in the base and not putting pressure on the back latch. Once base is unlocked, back wheelchair out of the base.



Using Kneeler Override:

Locate the OTC board in the back of the van. Using the multifunctional toggle, push toggle to the left. Now the board will read, "Manual Kneeler." If the van needs to rise, push and hold up. If the van needs to lower, push and hold down.



Using Kneeler Manually:

If kneeler override does not work, raise or lower van manually by using metal ratchet that is attached to the kneel actuator cover. Turn the kneel ON/OFF switch to OFF. Then turn the socket counterclockwise (raise) or clockwise (lower) until it no longer turns (approximately 35 times).

Section 13 - Troubleshooting (Door)



Symptom	Possible Cause	Remedy
Ramp sliding door does NOT OPEN with interior Rollx Vans user button.	Van is NOT in park or neutral.	Place van into park or neutral.
	Sliding Door on/off switch is turned to the OFF position.	Turn switch to ON position.
	OTC program failure	Press Rollx Vans reset button.
	OTC reads low voltage.	Start van's engine and press Rollx Vans reset button. If door still does not open review OTC board display and contact customer service.
Ramp sliding door does NOT OPEN with interior OEM push buttons after pressing Rollx Vans reset button.	Defective OEM door opener.	Operate door manually and contact customer service.
Ramp sliding door does NOT attempt to CLOSE after ramp stows.	Ramp up limit switch is not being activated properly.	Close door manually, press Rollx Vans reset button, and press Rollx Vans user button to operate system again. If door still does not attempt to close after ramp is stowed, review OTC board display and contact customer service.
Ramp sliding door attempts to close (door motor runs) after ramp stows, but door does not move	Defective OEM door opener	Press Rollx Vans reset button, press interior OEM push button to see if door will close automatically. If door still does not respond, review OTC board display and contact customer service.
Ramp sliding door kicks back in opposite direction repeatedly when opening or closing.	OEM Door program needs software update.	Operate door manually and contact customer service.
Ramp sliding door does NOT OPEN manually from interior handle, but does from exterior handle.	Child safety lock is activated.	See OEM owner manual to deactivate child safety lock.
Ramp sliding door will NOT CLOSE manually.	Door handle is not releasing.	Pull handle to disengage latch and slide to close.
	Obstruction.	Check door track for any debris and remove.
	Door open drive mechanism has moved beyond stop bracket.	Lift rear section of door while pressing forward to release door. Contact customer service.



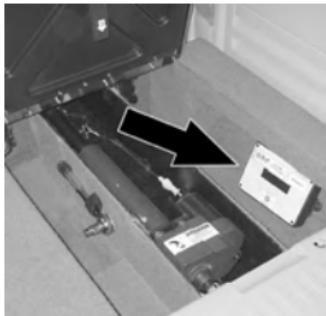
Section 13 - Troubleshooting (Door)



Door Track



Manual Door Operation



OTC Board Location



Reset Button



User Button



Overhead ON/OFF Switch



OTC Board Buttons



Section 13 - Troubleshooting (Folding Ramp)

Locate the OTC Board in the back of the van. Using the multifunctional toggle switch push down. The display will give you error information.

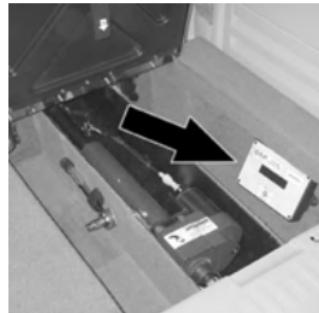
Symptom	Possible Cause	Remedy
Ramp will NOT DEPLOY after door opens automatically.	Ramp circuit breaker is blown.	Press Rollx Vans user button again to unkneel van and close door. Reset circuit breaker by pressing white button back down.
	Door open limit switch is not being activated.	Press Rollx Vans user button again to unkneel van and close door. Review display on OTC board and contact customer service.
	Cam for ramp down limit switch needs adjustment to deactivate switch.	Press Rollx Vans user button again to unkneel van and close door. Review display on OTC board and contact customer service.
	Ramp motor.	Press Rollx Vans user button again to unkneel van and close door. Review display on OTC board and contact customer service.
Ramp will NOT STOW automatically.	OTC program failure.	Press Rollx Vans reset button.
	Ramp circuit breaker is blown.	Reset circuit breaker by pressing white button back down.
	Ramp motor.	Review display on OTC board and contact customer service.
Ramp will STOP AND REVERSE mid-cycle.	Obstacle is detected.	Clear obstruction and press Rollx Vans user button.
		Review display on OTC board and contact customer service.



Section 13 - Troubleshooting (Folding Ramp)



Manual Operation
of Ramp



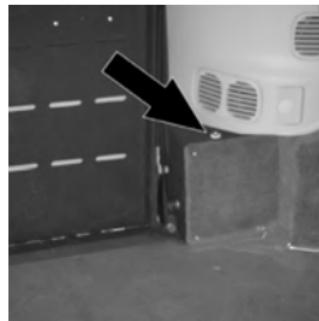
OTC Board Location



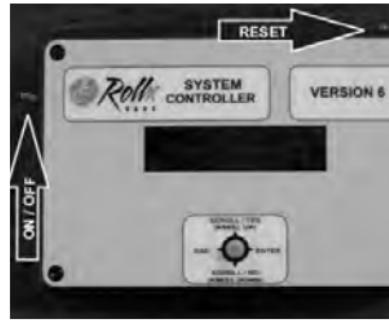
Reset Button



User Button



Ramp Circuit Breaker



OTC Board Buttons

Section 14 - Troubleshooting (In-The-Floor Ramp)

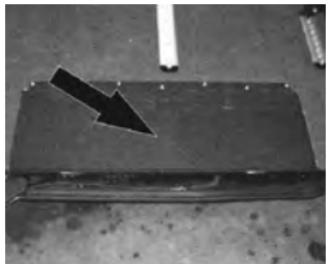


Locate the OTC Board in the back of the van. Using the multifunctional toggle switch push down. The display will give you error information.

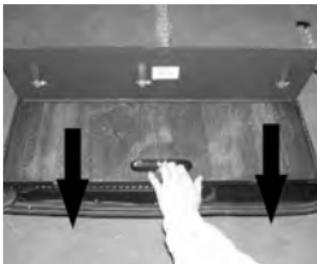
Symptom	Possible Cause	Remedy
Ramp will NOT DEPLOY after door opens automatically.	Door open limit switch is not being activated.	Press Rollx Vans user button again to unkneel van and close door. Review display on OTC board and contact customer service.
	Ramp motor not engaged.	Engage ramp motor. Refer to the "Manual Operation" section of this manual.
	Ramp down limit switch needs adjustment to deactivate.	Press Rollx Vans user button again to unkneel van and close door. Review display on OTC board and contact customer service.
	Ramp motor.	Review display on OTC board and contact customer service.
Ramp will NOT STOW automatically.	OTC program failure.	Press Rollx Vans reset button.
	Ramp motor not engaged.	Engage ramp motor. Refer to the "Manual Operation" section of this manual.
	Ramp motor.	Review display on OTC board and contact customer service.
	Low voltage from the battery.	Start vehicle. Press Rollx Vans reset button and press Rollx Vans user button again.
	Metal spring is not assisting ramp to stow.	Assist ramp in early phases of stowing by pushing ramp in. Contact customer service.
Ramp will STOP AND REVERSE mid-cycle.	Obstacle is detected.	Clear obstruction and press Rollx Vans user button.
		Review display on OTC board and contact customer service.
Ramp will start to deploy or stow then stop functioning.	Pressure on cover plate.	Ensure that there are no objects on top of cover plate.



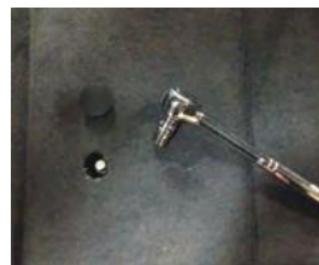
Section 14 - Troubleshooting (In-The-Floor Ramp)



Cover Plate



Manual Operation
of Ramp



Manual Release
Handle



OTC Board
Location



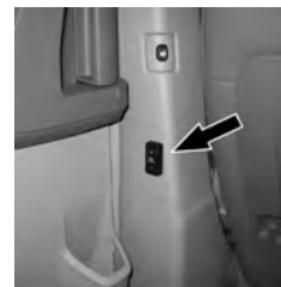
OTC Board
Buttons



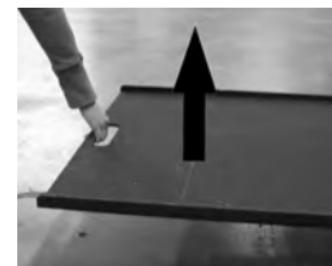
Reset Button



User Button



Ramp Override
Switch
(Location 2)



Ramp Stow Assist

Section 14 - Troubleshooting (Kneeler)



Locate the OTC Board in the back of the van. Using the multifunctional toggle switch push down. The display will give you error information.

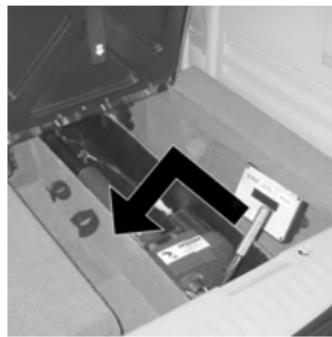
Symptom	Possible Cause	Remedy
Van does NOT LOWER to ground while door is opening after Rollx Vans user button is pressed.	Kneel on / off switch is turned OFF.	Turn kneel switch to the ON position.
	Kneel motor.	Review display board. Turn kneel switch to the OFF position and press Rollx Vans reset button. Operate without kneel option enables. Contact customer service.
After van is lowered to ground the kneeler makes a loud ratcheting sound.	Kneel down limit switch was not activated.	Adjust kneel down limit switch. Replace if broken. Contact customer service.
Van will NOT RAISE when ramp is stowed.	Kneel on / off switch is turned OFF.	Turn kneel switch to the ON position.
	Kneel motor .	Review display board. Manually un-kneel van, turn kneel switch to the OFF position and press Rollx Vans reset button. Contact customer service.
	Kneel up limit switch is activated incorrectly.	Adjust kneel up limit switch. Replace if broken. Contact customer service.
Van raises and while the door is closing the kneeler ratchets.	Kneel up limit switch is not activated.	Once door is closed and van is at normal height, turn kneeling switch to the OFF position. Contact Customer Service.



Section 14 - Troubleshooting (Kneeler)



Kneel ON/OFF Switch



Manual Kneel Operation



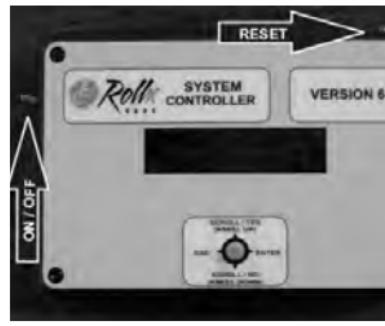
OTC Board Location



Reset Button



User Button



OTC Board Buttons

Section 14 - Troubleshooting (Remote)



If remote does not work, first try to operate door and ramp from any interior Rollx Vans user button. If interior Rollx Vans user button operates normally, see below for remote system troubleshooting.

Locate the OTC Board in the back of the van. Using the multifunctional toggle switch push down. The display will give you error information.

Symptom	Possible Cause	Remedy
Door does not open when One Touch remote is pressed.	Receiver out of range.	Try remote within 10 feet of van.
	Overhead ON/OFF switch is turned to the OFF position.	Turn switch to ON position.
	Remote battery is dead.	Remove case by loosening screw on back and prying open. Replace battery with battery type A23. Use second remote or Rollx Vans user button.
Neither One Touch remote works.	Blown fuse.	Locate fuse box under glove box and check / replace fuse.
	Receiver malfunction.	Review display on OTC board and contact customer service.



Section 14 - Troubleshooting (Remote)



Remote Fuse Box
Under Glove Box



Rolle Vans One-Touch
Remote



User Button

Section 14 - Troubleshooting (EZ Lock Power Tiedown)



Symptom	Possible Cause	Remedy
Tiedown does NOT RELEASE.	Ignition is not turned off.	Turn van off and press the release button again.
	Wheelchair is too far back in tiedown.	Position wheelchair to front of tiedown and try again.
	Latch is stuck or power failure.	Use manual release and contact customer service.
Alarm buzzer will NOT SHUT OFF.	Wheelchair is not completely locked in.	Release chair and enter tiedown again.
	Limit switch is out of adjustment.	Contact customer service. Activate the disable button to silence the alarm.
	If no chair is present activate the disable button to silence the alarm.	



Section 14 - Troubleshooting (EZ Lock Power Tiedown)



EZ Lock Deactivate
Button



EZ Lock Manual
Release



EZ Lock Release
Button

Section 14 - Troubleshooting (6-Way Transfer Seat with Hand Pendant)



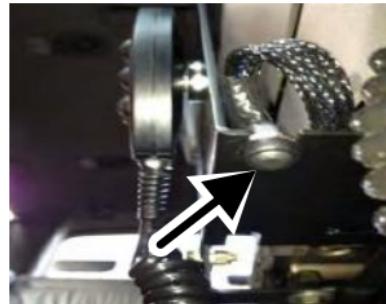
Symptom	Possible Cause	Remedy
Seat base does NOT MOVE when a button on hand pendant is pressed.	Controller program failure.	Press the Transfer Seat controller reset button.
	Blown fuse for power to Transfer Seat	Check Transfer Seat in-line fuse located under the hood near the battery. Replace if needed with a 40 amp blade fuse located in the glove box.
	Blown fuse for Transfer Seat controller.	Check Transfer seat controller fuse located in fuse block under the glove box. Replace with 1 amp blade fuse located in the glove box.
	Hand pendant wire is unplugged	Plug wire back into Transfer Seat controller.
	Main harness is unplugged.	Plug wire back into Transfer Seat controller.
	Bag ground.	Check ground wire at fuse panel under the glove box. Check ground at the battery
	Vehicle in gear	Put vehicle in park
	Damaged pendant coupler	Check coupler for damage ensure pendant is properly plugged in.
One function of the Transfer Seat doesn't work(i.e. seat will not swivel but will raise and slide)	Bad connection	Check wiring from Transfer Seat controller to motor and reconnect
	Bad motor	Check power at motor and contact customer service.
	Hand pendant malfunction	Contact customer service.



Section 14 - Troubleshooting (6-Way Transfer Seat with Hand Pendant)



6-Way Pendant Control



Controller
Reset



6-Way Fuse Box
Behind
Glove Box



Your life. Your Ride.™

6591 W. Hwy 13 • Savage, MN, 55378

Service Direct: (866) 997-6559

Service Fax: (952) 808-2775

Main: (800) 956-6668 or (952) 890-7851

Main Fax: (952) 890-1903

Web: www.RollxVans.com