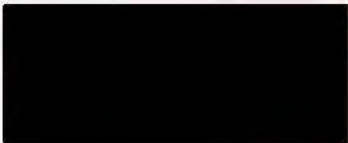


November 13, 2019

CL-11286236-6500



INFORMATION REDACTED PURSUANT TO THE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

re: 2013 Winnebago Tour Front Passenger Slide

cc:

NHTSA
1200 New Jersey ave. SE
West Bldg.
Washington D.C.

BVIA
1899 Preston White Dr.
Reston, VA. 20191

Mark Bonovich
Arizona Attorney General
2005 N. Central ave.
Phoenix, Az 85004
ATTN: Consumer Protection Div.

Winnebago Inc.
P.O. Box 152
Forest City Iowa
50436

Davis Miles
Winnebago Chairman

Maria Blase
Winnebago Board

Christopher Braune
Winnebago Board

Brian Hazelton
VP Motorhome Div.

EA
11-26-19
UD

108

Dear [REDACTED]

I had the misfortune of buying a Winnebago 42QD. As you know, Winnebago installed an underrated front passenger slide, which failed.

After having a local Winnebago dealer perform an ineffective repair for \$1418.00 (they replaced the motors knowing that it would not fix the problem) I took it to a different facility that was familiar with the problem having made a previous repair.

They suggested that I contact Winnebago Customer Service.

What a Joke! It was like rubbing salt in the wound.

Attached is my correspondence to "Tommy the Customer Care Specialist" and his response. His response in no way reflects the conversation. If he would have told me to get an estimate first, I would have. Why wouldn't I?

You are a pretty sorry outfit. I will do what I can to share my experience with others.

Ask yourself why wouldn't you do the absolute minimum, not what a respectable company would do, but at least pay what would have been the cost of the correct parts delivered to the repair place. Sorry outfit.

Nov 5, 2019

Winnebago Claims
Customer Care Specialist
ATT: Tommy

re: 201¹³Q 42QD Tour
Claim No. [REDACTED]

Dear Tommy:

You and I spoke a couple of months ago regarding the front passenger side slide on my Winnebago Tour Motorhome. You advised that you were familiar with the problem, namely, that Winnebago had installed an undersized slide unit and that Winnebago was reimbursing customers for costs associated with the replacement of the slide unit.

I purchased this coach in April 2017. Six months later the slide failed. I took it to a Winnebago Repair facility, La Mesa RV, and they replaced the motors for \$1418.13. A repair that should never have been made. (Ex.1)

Then in August this year, no more than 10 cycles in and out, it failed again. Because I lack confidence in La Mesa I took it to another facility that was familiar with the problem having made the same repairs 6 months earlier.

It has now been repaired and I have attached the bill, the parts, labor and taxes are highlighted (Ex2).

I look forward to your reimbursement for the expenses incurred as a result of this defect.

If you have any questions concerning repairs, please feel free to contact Brian at RV Country 480-464-9724.

VERY TRULY
[REDACTED]



SAN DIEGO, CA 858-874-8000	DAVIS, CA 530-747-8400	FORT MYERS, FL 239-271-3350	SANFORD, FL 407-710-4800	PORT ST. LUCIE, FL 772-293-6733
PHOENIX, AZ 623-295-3000	MESA, AZ 480-615-5000	TUCSON, AZ 520-807-7200	QUARTZSITE, AZ 928-927-3005	ALBUQUERQUE, NM 505-717-3900

CUSTOMER No	ADVISOR	TAG No	INVOICE DATE	INVOICE No
	WILLIAM R KUCK	202063	10/24/17	
	LABOR RATE	LICENSE No	MILEAGE	COLOR
	149.00		47,617	BLACK/
	YEAR / MAKE / MODEL		DELIVERY DATE	DELIVERY MILES
	13 / WINNEBAGO / WKR42QD / MHA TOUR		04/13/17	41,990
	VEHICLE I.D. No		SELLING DEALER NO	PRODUCTION DATE
	4 U Z E C U C Y 5 D			09/01/12
	F.T.E. No		R.O. DATE	
			10/18/17	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	MO:	
		E# 10R96P274760		

LABOR & PARTS					B.A.R. # AK043253	
J# 1 14ZZZ	STORAGE	HOURS:	TECH(S):103292	0.00		
CLIENT AGREES TO PAY STORAGE CHARGES OF \$50.00 PER DAY FOR EACH 24 HOUR PERIOD AFTER 72 HOURS OF BEING NOTIFIED OF COMPLETION OF REPAIRS BY LA MESA RV CENTER PERSONNEL. NOTIFIED CUSTOMER						
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE		
			JOB # 1 TOTAL PARTS	0.00		
			JOB # 1 TOTAL LABOR & PARTS	0.00		
J# 2 28ZZZ-SL.OUT	SLIDE OUT	HOURS:	5.00 TECH(S):203001	745.00		
c/s pass side lvrn slide creeps open in travel est to repair ROOM CREEPING OUT IN TRAVEL MOTOR IS FAILING TO KEEP ROOM FROM NOT MOVING R&R BOTH FRONT AND BACK MOTOR SEAL AND TEST ALL OPERATIONS						
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE		
JOB # 2	2	181862-01-700	MOTOR SLIDEOUT	286.99	573.98	
		500:1 RATIO				
			JOB # 2 TOTAL PARTS	573.98		
			JOB # 2 TOTAL LABOR & PARTS	1318.98		
J# 3 54ZZZ	ACCESSORIES	HOURS:	3.50 TECH(S):203001	INTERNAL		
c/s trim for unit has been ordered from phx store . spo in BEDROOM CEILING PANEL (WOOD) CRACKED REMOVE CEILING FAN. REMOVE CEILING PANEL. SWAP ALL HARDWARE. INSTALL & SECURE CEILING PANEL. RE-INSTALL FAN.						
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE		
JOB # 3	1	180410-01-DM2	TRIM-CEILING	INTERNAL		
JOB # 3	6	123994-18-02A	TILES	INTERNAL		
JOB # 3	1	094401-04-000	SEALER-BODY SEA	INTERNAL		
			JOB # 3 TOTAL PARTS	0.00		
			JOB # 3 TOTAL LABOR & PARTS	0.00		
J# 4 37ZZZ	REFRIGERATOR	HOURS:	TECH(S):103292	INTERNAL		
c/s right refer door has dings. spo ordered from phx store in WHIRLPOOL GIOF5AXUY010 K22706878 SPO						
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE		
JOB # 4	1	131264-05-01A	SILICONE-SEALAN	INTERNAL		
			JOB # 4 TOTAL PARTS	0.00		
			JOB # 4 TOTAL LABOR & PARTS	0.00		

PLEASE SEE IMPORTANT CONSUMER INFORMATION ON REVERSE

ALL PARTS INSTALLED ARE NEW UNLESS

RV COUNTRY

Bullhead City, AZ • Flagstaff, AZ • Mesa, AZ
 Phoenix, CA • Laughlin, NV • Coburg, OR
 Fife, WA • Buckley, WA • Milwaukie, WA

WORK ORDER #

Customer Name: [REDACTED]
 Address: [REDACTED]
 : QUEEN CREEK, AZ
 Postal/Zip: [REDACTED]
 Phone#(res): [REDACTED]
 Phone#(bus): [REDACTED]
 Purchased Date:
 Warranty Date:
 Tag#: [REDACTED]
 ExtW Co:

Date In: 09 SEP 19
 Author: BH
 Stock Desc: 2013 WINNEBAGO TOUR
 Stock No:
 Serial#:
 Chassis#: 4UZFCUCY5DC [REDACTED]
 Miles/Hrs: 50924
 Promised Date: 26 OCT 19
 :
 ExtW No:

Job #	Description	JOB INFORMATION	Type	Bill To
1	NO POWER ON SHORE OR GENE POWER-CHECK OPERATIONS AFTER FIXED		E	152808 LARSO
2	ROOF AC'S INOP		E	152808 LARSO
3	GFCI INOP		E	152808 LARSO
4	GENE BREAKER REALLY WEAK		E	152808 LARSO
5	P/S FRONT S/O DOESN'T OPERATE SMOOTHLY-OUT OF SYNC?		E	152808 LARSO
6	REMOVE FRIDGE-CUSTOMER HAS A NEW COMING NEXT WEEK		E	152808 LARSO
7	NO RECALLS ON 9.9.19		E	152808 LARSO
INFO	NEEDS BY 9.20.19 AT LATEST		E	152808 LARSO

Job #	Part No	Description	PARTS	Bill to	Qty	Price	Total
1	19-9973	POWER TRANSFER SWITCH		E-15280	1	387.89	387.89
5	1-92468	30 FT SCHINTEK HARNESS		E-15280	1	110.19	110.19
5	46-9431	INSULATION, INLET BAFFLE		E-15280	0	0.00	0.00
5	46-9439	30' SCHWINTK WIRING HARN		E-15280	1	97.00	97.00
5	2004	CLAMP, LOOM 1/4"		E-15280	6	0.49	2.94
5	25183	ADHESIVE		E-15280	1	53.49	53.49
5	25184	NOZZLE		E-15280	1	3.99	3.99
5	25185	PLATE		E-15280	4	16.89	67.56
5	25186	COVER BACKR - OM		E-15280	2	51.99	103.98
5	25187	INSTALL KIT BACK R		E-15280	1	610.29	610.29
5	25188	MECHANISM SP		E-15280	1	2,164.09	2,164.09

Job#	Lab Code	Description	LABOUR	Mech	Bill to	Hrs	Rate	Total
1	Z990	MISC LABOUR CODE (EXTE 972			E-152808	2.00	139.00	278.00
1	Z990	MISC LABOUR CODE (EXTE 972			E-152808	0.00	139.00	0.00
1	Z990	MISC LABOUR CODE (EXTE 972			E-152808	0.00	139.00	0.00

Continued on page 2

Work Order : [REDACTED]

```

*****
Job#  Lab Code  Description  LABOUR  Mech Bill to  Hrs  Rate  Total
*****
1 Z990  MISC LABOUR CODE (EXTE 972  E-152808  0.00  139.00  0.00
1 Z990  MISC LABOUR CODE (EXTE 972  E-152808  0.00  139.00  0.00
2 Z990  MISC LABOUR CODE (EXTE 972  E-152808  0.50  139.00  69.50
5 Z990  MISC LABOUR CODE (EXTE 972  E-152808  8.02  139.00  1,114.78
5 Z990  MISC LABOUR CODE (EXTE 1352  E-152808  6.68  139.00  928.52
5 Z990  MISC LABOUR CODE (EXTE 1517  E-152808  1.50  139.00  208.50
5 Z990  MISC LABOUR CODE (EXTE 1517  E-152808  1.00  139.00  139.00
5 Z990  MISC LABOUR CODE (EXTE 972  E-152808  2.50  139.00  347.50
5 Z990  MISC LABOUR CODE (EXTE 972  E-152808  2.20  139.00  305.80
5 Z990  MISC LABOUR CODE (EXTE 972  E-152808  2.80  139.00  389.20
5 Z990  MISC LABOUR CODE (EXTE 972  E-152808  4.80  139.00  667.20
5 Z990  MISC LABOUR CODE (EXTE 972  E-152808  2.00  139.00  278.00
5 Z990  MISC LABOUR CODE (EXTE 972  E-152808  0.82  139.00  113.98
5 Z990  MISC LABOUR CODE (EXTE 972  E-152808  1.20  139.00  166.80
6 Z990  MISC LABOUR CODE (EXTE 972  E-152808  0.00  139.00  0.00
6 Z990  MISC LABOUR CODE (EXTE 938  E-152808  1.90  139.00  264.10
6 Z990  MISC LABOUR CODE (EXTE 995  E-152808  2.00  139.00  278.00
6 Z990  MISC LABOUR CODE (EXTE 1352  E-152808  2.10  139.00  291.90
6 Z990  MISC LABOUR CODE (EXTE 1352  E-152808  0.00  139.00  0.00
6 Z990  MISC LABOUR CODE (EXTE 1352  E-152808  0.00  139.00  0.00
6 Z990  MISC LABOUR CODE (EXTE 972  E-152808  0.00  139.00  0.00
6 Z990  MISC LABOUR CODE (EXTE 972  E-152808  0.00  139.00  0.00
6 Z990  MISC LABOUR CODE (EXTE 972  E-152808  0.00  139.00  0.00
6 Z990  MISC LABOUR CODE (EXTE 1352  E-152808  0.00  139.00  0.00
6 Z990  MISC LABOUR CODE (EXTE 972  E-152808  0.00  139.00  0.00
*****

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```

*****
Job #  Excode  Description  EXTRAS  bill to  Qty  Price  Total
*****
INFO  SSP      PAINT SUPPLIES  E-152808  1.00  0.00  0.00
INFO  SST      SHOP SUPPLIES - TAXABLE  E-152808  1.00  174.40  174.40
*****

```

CUSTOMER COMMENTS

```

*****
9.9.19-SEE WO [REDACTED] FOR INFO ON S/O PARTS
9.12.19-CUSTOMER OKAYED ALL REPAIRS AT APPROX $9930.01 P/L/T/F
9.18.19-CUSTOMER CAME IN AND SAID WINNEBAGO WAS COVERING PARTS.
WE NEED TO CHECK ON THIS.
*****

```

BILLINGS SUMMARY

```

*****
Type Bill Id  Parts  Labour  Sublet  Extras  Tax  Total
*****
E [REDACTED]  3601.42  5840.78  0.00  174.40  313.41  9,930.01
Totals  3601.42  5840.78  0.00  174.40  313.41  9,930.01
*****

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Continued on page 3

[REDACTED]
Winnebago Motorhome Owner Relations <or@winnebagoind.com>

Mon 11/11/2019 11:55 AM

To: [REDACTED]
[REDACTED]

We received your fax with the invoices attached and the letter you wrote to us requesting reimbursement. When you and I spoke on Sept. 18th, 2019 I indicated we could not give any guarantees to possible assistance for your slideout repairs. I indicated that if you were able to have your Independent Dealer get an estimate we could review and confirm you had a bad slideout mechanism that needs replaced. After that review of their estimate we can determine possibly sending the parts out no charge and that you would be responsible for the labor. At that time you agreed that was fair and you would be getting us that info. Now we come to find out and receive your fax that you went ahead and gave your Independent Dealer the ok and told them Winnebago was going to be paying for the parts prior to us receiving any estimate or confirmation from them. Due to the terms of our limited warranty being expired as of 11/3/2013 and the lack of opportunity to assist on the front side we are unable to honor your request for reimbursement for any of your slideout repairs.

Thank You
[REDACTED]

CUSTOMER CARE SPECIALIST
(800) 537-1885 | or@wgo.net

Thank you for being a customer!

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Queen Creek, AZ

PHOENIX AZ 852

15 NOV 2019 PM 8 L



NHTSA^W 48-226
1200 NEW JERSEY AVE. SE
WEST BLDG.
WASHINGTON D.C. 20590

20590-

