



U.S. Department  
of Transportation

**National Highway  
Traffic Safety  
Administration**

# ODI RESUME

**Investigation:** PE 15-011  
**Date Opened:** 04/06/2015  
**Investigator:** Nate Seymour  
**Approver:** Stephen Ridella  
**Subject:** Entry Step Failures

**Date Closed:** 01/08/2016  
**Reviewer:** Bruce York-B

## MANUFACTURER & PRODUCT INFORMATION

**Manufacturer:** Winnebago Industries, Inc  
**Products:** 2012-2016 Winnebago Sightseer  
**Population:** 5,573

**Problem Description:** The electronic entry steps may malfunction.

## FAILURE REPORT SUMMARY

	ODI	Manufacturer	Total
<b>Complaints:</b>	1	62	62**
<b>Crashes/Fires:</b>	0	1	1
<b>Injury Incidents:</b>	1	1	1**
<b>Number of Injuries:</b>	1	1	1**
<b>Fatality Incidents:</b>	0	0	0
<b>Other*:</b>	0	317	317

\*Description of Other: Warranty claims

\*\* Total eliminates duplicates received by ODI and manufacturer.

## ACTION / SUMMARY INFORMATION

**Action:** This Preliminary Evaluation (PE) is closed with recall 15V-866.

### Summary:

The Office of Defects Investigation (ODI) opened this investigation based on a Vehicle Owner Questionnaire (VOQ) which reported an injury related to the unintentional deployment of the electric entry step on a subject vehicle. The owner reported to Winnebago that the steps extended while in motion. Service personnel from Winnebago instructed the owner to disconnect the wire harness at the steps to prevent them from extending while traveling and then reconnect when needed. The owner did this and was subsequently pinned beneath the steps when they extended upon reconnecting the wire harness.

When deployed the steps extend approximately thirty (30) inches from the side of the vehicle. This reach facilitates easy entry into the motor home, but creates a hazard when unintentionally deployed in transit. The driver may not be immediately aware the steps are extended which increases the possibility of striking another object or person.

During the investigation, ODI sent an Information Request (IR) letter to collect information from Winnebago. ODI analyzed this data and determined that a significant number of claims reported entry steps failures. Many of these claims specifically stated the steps extended while the vehicle was in transit. Winnebago service personnel offered multiple options to temporarily disable the entry steps so that travelers could safely drive the vehicle. Depending on the situation fixes ranged from sending a field service technician, to instructing the individual to disconnect the wire harness the same as the owner who submitted the VOQ.

A review of the time to failure indicated that most failures occur early in the vehicle's life. The average time to failure was five (5) months in service. Most reported failures occurred within the first year of ownership.

ODI determined no design or installation changes had been made to the subject components prior to opening this investigation. Over the course of the investigation Winnebago identified several opportunities for improvement. Changes were made to current production to improve entry door reliability and durability in August 2015.

Winnebago has submitted recall 15V-866. This recall covers vehicles produced between August 1, 2014 and August 31, 2015.

With the recall action taken by Winnebago, this investigation is closed as further use of agency personnel does not appear to be warranted.

The ODI reports cited above can be reviewed at:

<http://www-odi.nhtsa.dot.gov/owners/SearchNHTSAID> under the following complaint identification numbers:  
10693551