



**TO: Winnebago Industries, Inc. Dealers**

**SUBJECT: Campaign #117 – Add Driveshaft Close-out Panel**

The National Traffic and Motor Vehicle Safety Act, as amended, provides that each vehicle which is subject to a recall campaign of this type must be adequately repaired within a reasonable time after the owner has tendered it for repair. A failure to adequately repair within 60 days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time.

If the condition is not adequately repaired within a reasonable time, the owners may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation.

To avoid having to provide these burdensome solutions, every effort must be made to promptly schedule an appointment with each owner and to repair their vehicle as soon as possible. As you will see in reading the enclosed copy of the letter which is being sent to owners, the owners are being instructed to contact Winnebago Industries, Inc. if you do not remedy the condition within five days of the mutually agreed upon service date. If the condition is not remedied within a reasonable time, they are instructed on how to contact the National Highway Traffic Safety Administration.

### **REASON FOR THIS RECALL**

The motor vehicles potentially containing the defect are on certain: 2011 Model Year Winnebago® (Model: Vista® E35F) and 2011 Model Year Itasca® (Model: Sunstar® E35F). These motor homes were manufactured March 16, 2010 through August 12, 2010.

These vehicles may have the potential for a cable that powers the slideout room to make contact with the driveshaft when the slideout is retracted. If this cable makes contact with the driveshaft, it could wear the protective jacket and insulation off the cable exposing the conductors to the driveshaft and energizing the chassis, which could result in personal injury or death.

### **OWNER NOTIFICATION**

Owners will be notified of this campaign on their vehicles by Winnebago Industries, Inc. For all units in your inventory, the notification will be mailed to you. **DO NOT DELIVER TO A CUSTOMER ANY SUBJECT UNIT UNTIL CORRECTIVE ACTION HAS BEEN TAKEN.** Enclosed is a list of vehicles shipped to you.

### **DEALER CAMPAIGN RESPONSIBILITY**

Dealers are to service all vehicles subject to this campaign at no charge to owners regardless of mileage, age of vehicle, or ownership from this time forward.

Whenever a vehicle subject to this campaign is taken into new or used vehicle inventory or it is in your dealership for service in the future, you should take the steps necessary to be sure the campaign correction has been made before reselling or releasing the vehicle. Owners of vehicles recently sold from your new vehicle inventory are to be contacted by the dealer and arrangements made to make the required correction according to instructions contained in this campaign.

**INSTRUCTION TO PERFORM CAMPAIGN #117**

**Affected Models:**

Certain 2011 Winnebago:  
 Vista® (Model: E35F).

Certain 2011 Itasca:  
 Sunstar® (Model: E35F).

**Repair Procedure:**

Refer to instruction sheet for inspection and adding driveshaft close-out panel.

**Parts Information:**

Order the following part kit from Winnebago Industries® using the WinPortal system. You will be placing the order as a recall order. You will need the recall dealer number and the Winnebago Industries serial number of the affected vehicle to place the order.

**Dealer Number: 7687**

<b>Quantity</b>	<b>Part Description</b>	<b>Winnebago Industries Part Number</b>
=====	=====	=====
1	Instruction Sheet	RC 7687-11-717
1	Driveshaft Close-out Panel	
7	Screws ¾" Long	

**REIMBURSEMENT**

When the service has been completed, submit the labor amount and labor operation number listed below. Your repair order must be properly signed by both the dealer and the owner.

	<b><u>OPERATION NUMBER</u></b>	<b><u>TIME ALLOWANCE</u></b>
Install driveshaft close-out panel	24170101	0.5 hr.

Thank you for your cooperation.

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 Winnebago Industries, Inc.  
 Forest City, Iowa 50436

Enclosures



**RE: BODY SERIAL  
CHASSIS SERIAL**

Dear Owner:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Our records indicate that you have purchased a vehicle with the serial number which appears above.

**REASON FOR THIS RECALL**

The motor vehicles potentially containing the defect are on certain: 2011 Model Year Winnebago® (Model: Vista® E35F) and 2011 Model Year Itasca® (Model: Sunstar® E35F). These motor homes were manufactured March 16, 2010 through August 12, 2010.

These vehicles may have the potential for a cable that powers the slideout room to make contact with the driveshaft when the slideout is retracted. If this cable makes contact with the driveshaft, it could wear the protective jacket and insulation off the cable exposing the conductors to the driveshaft and energizing the chassis, which could result in personal injury or death.

**WHAT WE WILL DO**

Winnebago Industries, Inc. dealers will correct this situation at no charge to you by: 1. Checking to assure the wire harness is not damaged and replace, if necessary. 2. Installing the driveshaft close-out panel to protect and support the wire harness.

**WHAT YOU SHOULD DO**

Please contact your Winnebago Industries, Inc. dealer immediately to arrange for an appointment. Please allow sufficient time for your dealer to obtain the kit for this recall. The labor time necessary to perform this correction will be approximately one hour. Please allow additional time for the dealer to process your vehicle.

Winnebago Industries, Inc. dealers are best equipped to obtain parts and provide service to ensure your vehicle is corrected as promptly as possible. HOWEVER, if you take your vehicle to the dealer on the agreed date and he does not service this condition on that date or within five days, we recommend you contact Winnebago Industries, Inc., Attn.: Owner Relations Representative (641-585-6939). If you are still unable to obtain such service without charge to you and within a reasonable time, you may contact The Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, DC 20590 or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to <http://www.safercar.gov>.

**IF YOU HAVE PREVIOUSLY PAID FOR THIS REPAIR**

If you have paid to remedy this issue, you may be eligible for a refund. To obtain information on a refund, contact Winnebago Industries Owner Relations by e-mail at [or@winnebagoind.com](mailto:or@winnebagoind.com); write us at Owner Relations Department, P.O. Box 152, Forest City, Iowa 50436; or by telephone at 1-641-585-6939 or 1-800-537-1885.

Body Serial/Chassis Serial  
Page Two

**IF YOU HAVE CHANGED ADDRESS OR SOLD THE VEHICLE**

If you have changed address or sold or traded your vehicle, please let us know by contacting Winnebago Owner Relations by e-mail at [or@winnebagoind.com](mailto:or@winnebagoind.com); in writing at Owner Relations Department, P.O. Box 152, Forest City, Iowa 50436; or by telephone at 1-641-585-6939 or 1-800-537-1885.

Presentation of this letter to the service center will assist in making the necessary correction to your vehicle in the shortest possible time.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

We are sorry to cause you this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our products. This letter does not constitute an acknowledgment of legal liability.

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Winnebago Industries, Inc.  
Forest City, Iowa 50436

Enclosure



## INSTRUCTIONS TO PERFORM CAMPAIGN 117

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### Models Affected:

- 2011 Model E35F Winnebago Vista® and Itasca Sunstar® motor homes.

These motor homes were manufactured from March 16, 2010 through August 12, 2010.

### Tools Required:

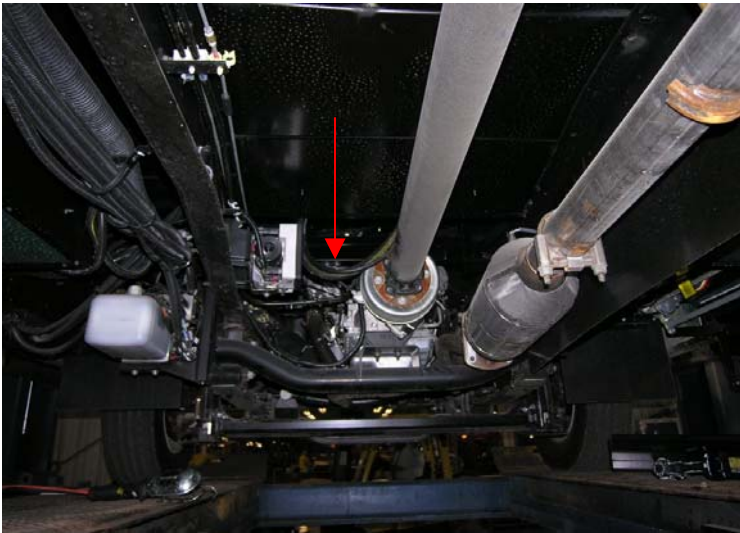
- Screw Gun

### Kit Includes:

- (1) Driveshaft Close-out Panel
- (7)  $\frac{3}{4}$ " Screws
- Instructions

### Procedure:

Install a driveshaft close-out panel between the two chassis frame rails to protect and support the slideout wire harness.



**Unsecured Slideout Wire Harness  
(View looking toward front of chassis)**

1. Inspect slideout wire harness and ensure that there is no damage. If the slideout wire harness is not damaged, proceed to Step 2.

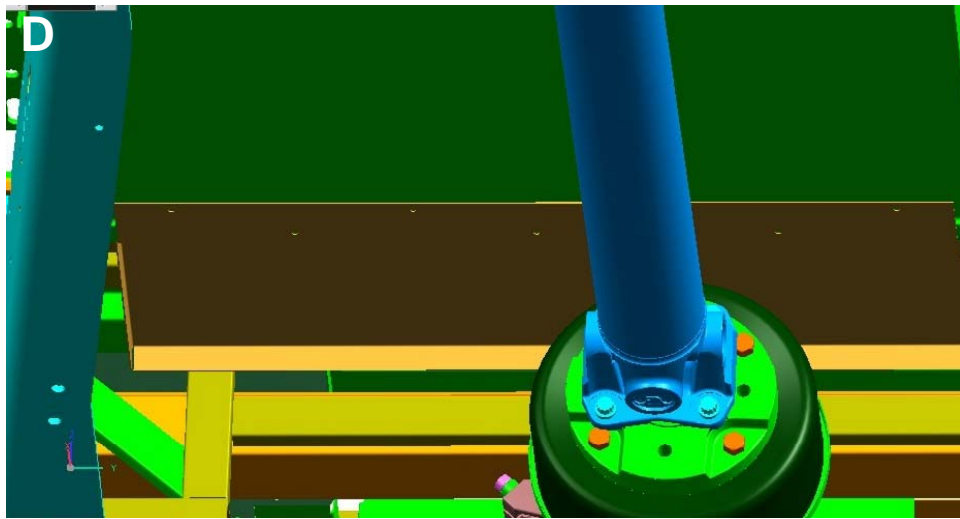
*NOTE: If damage has occurred to the slideout wire harness, contact Tech Service at (866) 653-4329 for direction.*

2. Place the slideout wire harness above existing close-out panel. See Photo A.



3. Install the driveshaft close-out panel to cover the slideout wire harness underneath the chassis. Center the driveshaft close-out panel between the two chassis frame rails and attach to existing close-out panel. See Photos B, C, and Illustration D.





**Driveshaft Close-out Panel Installation**  
(Install driveshaft close-out panel with flange facing downward and pre-drilled holes towards existing close-out panel)

4. Using a screw gun, screw the driveshaft close-out panel into place with the provided screws (using the pre-drilled holes on the driveshaft close-out panel). See Photo E.



5. Installation complete. See Photo F.

