



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

**SUBJECT: Campaign #123 – Occupant and Cargo Carrying Capacity Label**

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**

Winnebago Industries, Inc. has determined a noncompliance exists on 2012 model Winnebago ERA<sup>®</sup> motor homes built on 11,030-lb. GVWR chassis. These motor homes were manufactured from November 11, 2010 through July 13, 2011. The affected vehicles were produced with a tire and loading information label and a weight of water caution label to comply with 49CFR 571.110. In previous model years, this labeling would be correct as the GVWR of this model was 8,850 lbs. However, starting in 2012 model year, this vehicle GVWR was increased above 10,000 lbs. and 49CFR 571.120 is now in affect versus 571.110, and the tire and loading label is replaced by the CCC version.

### **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.

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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 #123**

**Affected Models:**

Certain 2012 Model Year ERA models built November 11, 2010 through July 13, 2011.

**Repair Procedure:**

Refer to the instruction sheet for replacement of the vehicle weight information labels.

**Parts Information:**

The new occupant and cargo carrying capacity label has been sent to the current registered owner. Use the label that has been provided with the owner notification. There are no additional parts required. However, should the new label be unavailable, please contact Winnebago Industries, Attention: Recall Coordinator, for assistance.

**REIMBURSEMENT**

When the service has been completed, fill out your repair order that has the labor amount and labor operation number listed below. The repair order must be properly signed by both dealer and owner before it is submitted to Winnebago Industries, Inc.

	<b><u>OPERATION NUMBER</u></b>	<b><u>TIME ALLOWANCE</u></b>
Replacement of Vehicle Weight Label	<u>24230101</u>	<u>.2 hr.</u>

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. If you have paid to have this defect corrected, you may be eligible for reimbursement. To be eligible, you must meet the requirements described in the enclosed Reimbursement Plan Notice.

**REASON FOR THIS RECALL**

Winnebago Industries, Inc. has determined a noncompliance exists on 2012 model Winnebago ERA<sup>®</sup> motor homes built on 11,030-lb. GVWR chassis. These motor homes were manufactured from November 11, 2010 through July 13, 2011. The affected vehicles were produced with a tire and loading information label and a weight of water caution label to comply with 49CFR 571.110. In previous model years, this labeling would be correct as the GVWR of this model was 8,850 lbs. However, starting in 2012 model year, this vehicle GVWR was increased above 10,000 lbs. and 49CFR 571.120 is now in affect versus 571.110, and the tire and loading label is replaced by the CCC version.

**OWNER NOTIFICATION**

Winnebago Industries, Inc. will replace the vehicle weight labels at no charge to you. A new label is enclosed with this notice.

**WHAT YOU SHOULD DO**

Follow the enclosed instructions for installation of the occupant and cargo carrying capacity label.

After the new label is installed, please complete the enclosed pre-addressed, postage-paid postcard and mail to Winnebago Industries, Inc.

Should you be unable to install the new occupant and cargo carrying capacity label yourself, please contact your Winnebago Industries, Inc. dealer immediately to arrange for an appointment. The labor time necessary to perform this correction will be approximately 15 minutes. Please allow 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 installation without charge to you and within a reasonable time, you may contact the Administrator, N.H.T.S.A., Washington, DC 20590, or call toll-free, Auto Safety Hot Line, 888-327-4236.

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Presentation of this letter to the service center will assist in making the necessary correction to your vehicle in the shortest possible time. If you have sold or traded your vehicle, please let us know by completing the postage-paid owner reply card and returning it to us.

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 123

## Models Affected:

2012 model year Winnebago Industries Era® (Model 170X) motor homes.

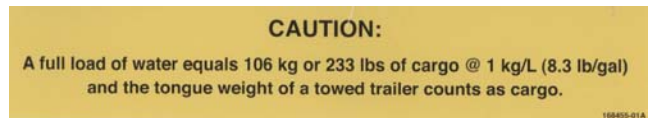
These motor homes were manufactured November 11, 2010 through July 13, 2011.

## Kit Includes:

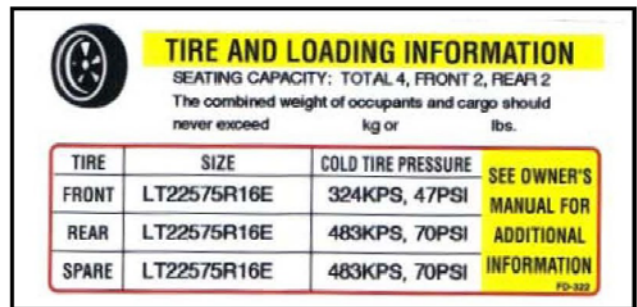
- (1) Occupant and Cargo Carrying Capacity Label
- Instructions

## Procedure:

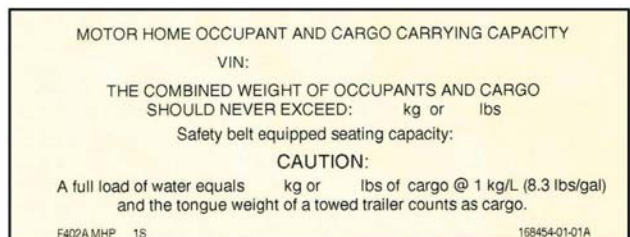
The affected vehicles were produced with incorrect Vehicle Weight Information Labels located along side the driver door frame (Labels 1 and 2). These labels must be removed and replaced with the correct one (Label 3).



**Incorrect Water Weight Caution Label (Label 1)**



**Incorrect Tire and Loading Information Label (Label 2)**



**Correct Occupant and Cargo Carrying Capacity Label (Label 3)**

*\* Provided in kit*

1. Remove and discard existing Water Weight Caution Label (Label 1). See Photo A.



2. Remove and discard existing Tire and Loading Information Label (Label 2), which will reveal the chassis manufacturer's black Tire Inflation Pressure Label. See Photos B and C.



3. Cover the existing black Tire Inflation Pressure Label with the correct Occupant and Cargo Carrying Capacity Label (Label 3). See Photo D.



4. Installation complete. See Photo E.



*After the new Occupant and Cargo Carrying Capacity Label is installed, please complete the enclosed pre-addressed postage paid postcard and mail to Winnebago Industries®.*