



IMPORTANT SAFETY RECALL

NHTSA Safety Recall 15V-758

THIS NOTICE APPLIES TO YOUR VEHICLE.

**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

Winnebago® has decided that a defect which relates to motor vehicle safety exists in certain Model Year 2015 - 2016 Winnebago motorhomes equipped with Atwood's on-demand water heaters that were manufactured between January 2, 2012 through August 13, 2015. This recall is the result of information provided to us by Atwood Mobile Products LLC.

The affected water heaters have a water and gas valve that may cause the water heater to overheat the water in the hot water supply tap. The overheating of the water may result in the release of steam, possibly causing the operator to scald themselves and increasing the risk of injury.

WHAT WE WILL DO

Winnebago Industries, Inc. is assisting Atwood Mobile Products LLC in locating the owners who have an ODWH affected by the recall. We are passing the Atwood recall information on to you so your ODWH can be corrected at no charge to you.

WHAT YOU SHOULD DO

1. Immediately instruct all users of the ODWH that there is a scald hazard that may result with the use of the ODWH. Warn any user that there are specific steps that can be used to prevent a scald. They are:
 - Do not initiate operation of the ODWH while exposing any parts of the body to the water supply of any tap.
 - Do not throttle the tap on/off and back on again within a two-minute period.
 - After opening any tap that the user intends to use with hot water, allow the water to run out of the tap for a minimum of 30 seconds before exposing any body part to the water supply.
 - If the user observes any inconsistent (sputtering) water supply or steam rolling off of the water coming out of the tap, turn off the tap and allow ten (10) minutes for the system to cool down before reinitiating any use of the hot water supply.
2. Call your RV dealer or service center.
3. Make an appointment to have the Atwood ODWH checked for the water/gas flow setting and to have the Recall remedy installed on your unit. *This remedy will be completed at no cost to you.*

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IMPORTANT:

- Please do not simply go to a dealer or service center without an appointment since some facilities will not be performing this work, and the ones that are doing the work will need to obtain the appropriate parts from Atwood. Please bring this letter with you at the time of your scheduled service.
 - The rework kit will be available in the near future. Keep checking with your RV dealer or service center. Once it is available, call your preferred service center to set up an appointment for a repair which will be free of charge. For help in locating a service center or for the most up-to-date recall information, call (877) 546-9074.
 - If you previously paid to repair or replace an Atwood ODWH that failed due to this defect, you can be reimbursed for your costs pursuant to Atwood's Pre-Notification Reimbursement Program. To be eligible for reimbursement under that program, you must complete and submit the required form and provide the necessary documentation. The program and form can be obtained by either asking your dealer service center for the form or by calling (877) 546-9074.
4. While the ODWH remedy is being installed by your dealer or service center (about 30 minutes), ask for the ODWH recall service claim card and fill it out for return to Atwood. Please give this back to your service technician once you have signed it so that he can send it back to us. This record tells Atwood that your unit has been repaired and that the scald hazard has been eliminated.
 5. Once the Atwood ODWH remedy is installed, please have the service center show you what was done before they put the cover back on your ODWH unit.

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 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 email at or@winnebagoind.com or in writing at Owner Relations Department, P.O. Box 152, Forest City, Iowa 50436 or by telephone at (641) 585-6939 or (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.

Winnebago Industries, Inc.
Forest City, Iowa 50436

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Enclosure