



## INSTRUCTIONS TO PERFORM RECALL CAMPAIGN 169

**Models Affected: View/Navion/Era**

Read the entire instructions carefully before starting the procedure. If you have any questions, please contact Winnebago Industries' Technical Service Department by calling 1-866-653-4329 or by email: [techservice@wgo.net](mailto:techservice@wgo.net). This document is confidential and is intended for dealer use only.

### **Tools required:**

- Screw gun/screwdriver with Phillips and T20 Torx tip
- Ratchet wrench with 10mm Socket (View/Navion only)

**VIEW/NAVION - Dealer# 7902**

**Part Kit-RC7902-23-769**

**ERA - Dealer #7903**

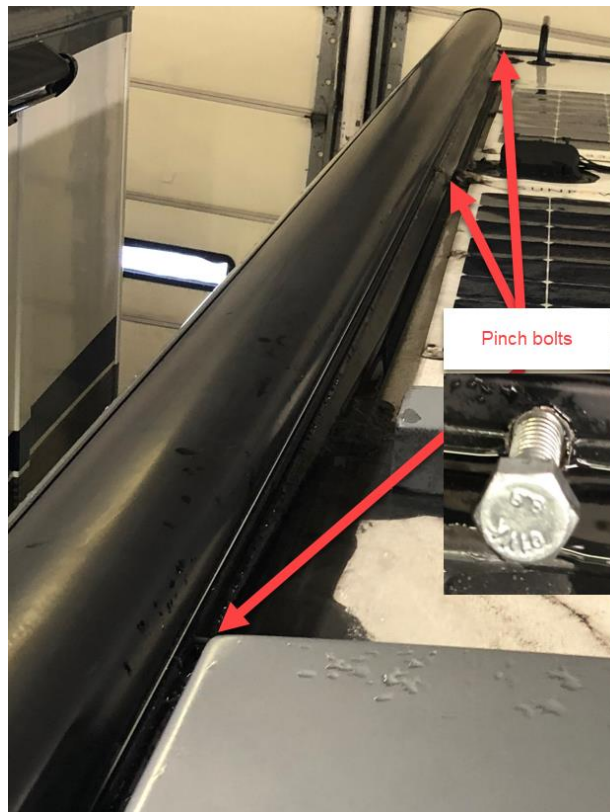
**Part Kit-RC7903-23-769**

### **Kit Contents:**

1. Motor wedge.
2. (6) Zip ties for securing awning lead rail to case.
3. (2) Screws for securing end plate to plastic motor housing.
4. (5) Torx screws to secure end plate to metal awning housing.

### View/Navion

1. Loosen (3) pinch bolts and slide awning towards the rear to gain access to motor end cap. Follow Carefree Motor Wedge Installation Instructions included. When wedge installation is completed, slide awning back and tighten pinch bolts. Complete Carefree firmware update Included.



### View/Navion/Era

2. While completing Carefree repair procedure step 7, if awning motor housing shows damage, take photos and email to [partsales@wgo.net](mailto:partsales@wgo.net). Use "Recall 169 Motor" in the subject line and include coach serial number, your dealer number, and R.O. or P.O. number if desired.

**\*\*A replacement motor will be shipped at no charge\*\***



**SERVICE BULLETIN 2022-10-17**

**OCTOBER, 2022**

**IJ STYLE ROOF MOUNTED AUTOMATIC  
AWNING FIRMWARE UPDATE**

**Service**

This update applies to 2019 and newer owners of Winnebago Revel, Travato, Era, Navion and View motorhomes. Carefree and Winnebago recommend performing a firmware update for the Main Awning Control Module to eliminate bugs and enhance the user experience.

The update can be performed by a qualified dealer.

- A. Make sure your app is up to date.
  - 1. Open App Store or Play Store.
  - 2. Search for Carefree Connects (BT12).
    - a. If the button says GET or INSTALL then touch it to download the app and then touch OPEN.
    - b. If the button says UPDATE then do that first and then OPEN the app.
    - c. If it says OPEN then open the app.
- B. Connect to the awning.

**Dealer Update**

- 1. Open the latest app.
- 2. Touch the gear wheel in the upper right corner of the screen.
- 3. Touch the 3D box in the upper right corner of the screen.
- 4. Put in code 2718 and touch OK.
- 5. Touch the back arrow in the upper left corner.
- 6. Touch the 9 boxes in the upper left corner.
- 7. In most cases, only one item will be showing. It will likely be labeled "Carefree". If there are more than one showing, the numbers to the name indicate signal strength (proximity to each module; lower numbers mean closer to you). Touch the button for the awning that is closest to you.
- 8. The app will connect to the awning and take you back to the home screen.
- 9. Within 30 seconds of connecting, the app should tell you that the firmware either needs to be updated or that it is already up to date.
- 10. If it says that there is a newer version available, then touch the OK button and let your phone update the firmware.
- 11. Once complete, close the app completely and then reopen the app and connect to the awning again.
- 12. Touch the gear wheel icon in the upper right corner of the screen. Swipe your screen left two times to get to the About screen. FW Version will say 3.1.3 or 3.1.4 if the update was successful.
- 13. Go to the home screen of the app, press and hold the icon for that awning until the popup at the bottom of the screen gives the option to "Remove from My Awnings".
- 14. Touch the button, close the app, and you are now ready for the next one.

**SERVICE MANUAL****MOTOR WEDGE INSTALLATION****RV****12V MOTORIZED ROOF MOUNTED BOX AWNING**

Read this manual before installing or using this product. Failure to follow the instructions and safety precautions in this manual can result in personal injury and/or cause the product to not operate properly.



*These instructions apply to all models listed. Details and procedures unique to a specific model are labeled appropriately.*

## **NOTICES AND DISCLAIMERS**

### **SUPPLEMENTAL INSTRUCTIONS**

These instructions are intended to be supplemental to the existing Freestyle Evolution service manual. If there are additional questions on service, please refer to service manual (PN 070036-301).

### **SAFETY INFORMATION**



This is the safety alert symbol. It is used to alert individuals to potential personal injury hazards. Obey all safety messages that follow this symbol to avoid possible personal injury or death.



Indicates a hazardous situation, which if not avoided, could result in death or serious bodily injury.



Indicates a hazardous situation, which if not avoided, may result in minor or moderate bodily injury.



Indicates a situation that may result in equipment-related damage.

#### **General Safety:**



This product can expose you to chemicals including Di-isodecyl phthalate (DIDP), Vinyl Chloride and Formaldehyde, which are known to the state of California to cause cancer or birth defects or other reproductive harm. For more information visit [www.P65warnings.ca.gov](http://www.P65warnings.ca.gov)



Shock Hazard. Always disconnect battery or power source before working on or around the electrical system.



Always wear appropriate safety equipment (i.e. goggles).



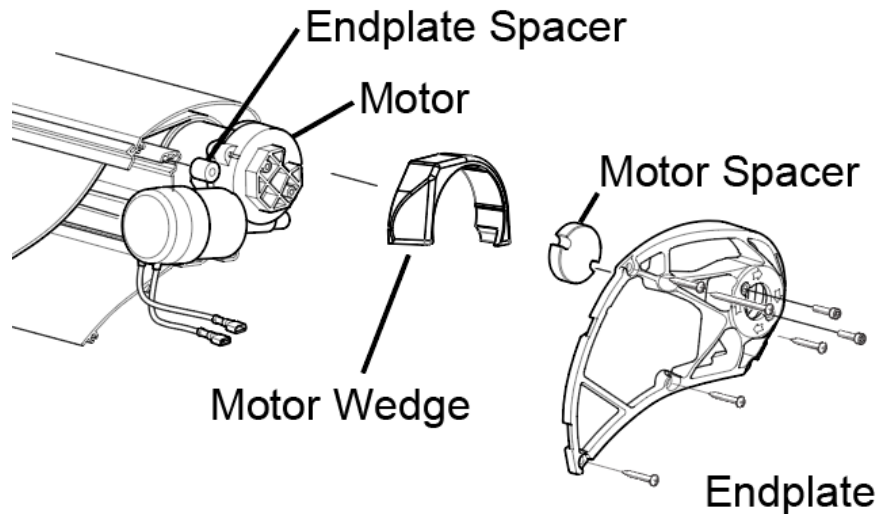
Always use appropriate lifting devices and/or helpers when lifting or holding heavy objects.



When using fasteners, do not over tighten. Soft materials such as fiberglass and aluminum can be "stripped out" and lose the ability to grip and hold.

## PRODUCT OVERVIEW

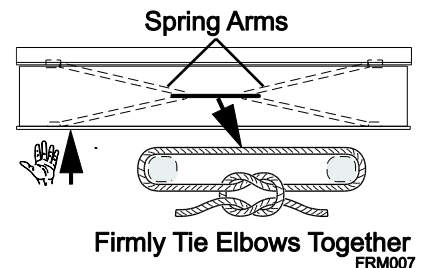
This manual covers the installation of a motor wedge into the existing Carefree Freestyle Evolution awning. The motor wedge is used to provide additional support to the motor in normal operations. Below is a schematic showing the motor wedge, a Right-Hand motor is shown.



## INSTALLING THE MOTOR WEDGE

**! WARNING** If the awning is closed when the motor and end cap screws are removed, the spring arms will extend the awning quickly, possibly causing personal injury and damage to the awning.

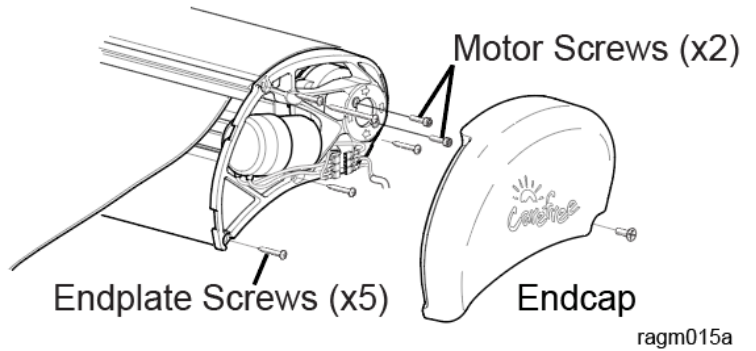
1. Disconnect power to the awning.
2. If the awning is extended: Carefully push the lead rail toward the case so that the arms collapse. While holding the lead rail in this position, firmly tie the elbows of the spring arms together. Use a minimum 1/2" rope - do not use bungee cords. When tying the rope, use a non-slip knot such as a square knot or equivalent.
3. If the awning is closed: Secure the lead rail in the closed position with at least 3 zip ties (tensile strength of 40lb or above) spaced equally along the awning.



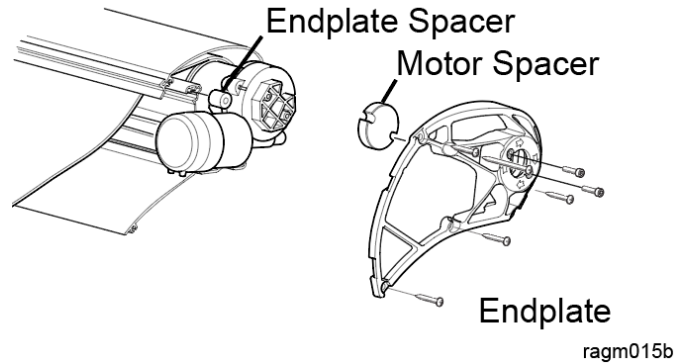
**CAUTION** Failure to secure the lead rail as described will allow the spring arms to unexpectedly extend out possibly causing personal injury and damage to the awning.



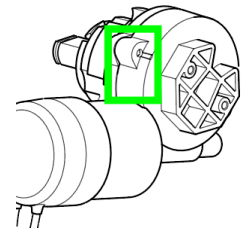
- Remove the motor end cap screw and remove the Endcap and set aside. For installed awnings, you may need to loosen the bracket bolts to gain access to the motor Endcap, depending on motorcoach model. Please reference service manual 070036-301 for additional information if you need to partially remove your awning to perform the motor wedge installation procedure.



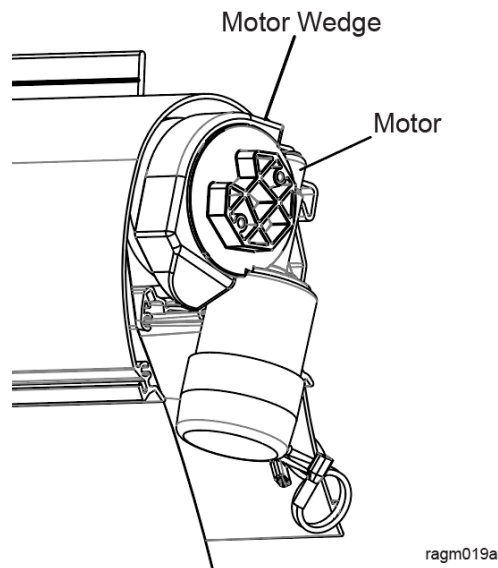
- Remove the motor screws (x2) and the endplate screws (x5) using a #2 Phillips head bit and throw away. Do not reuse these screws.
- Pull the endplate away from the case. Take care to not lose the small Endplate Spacer. The Motor Spacer should stay wedged inside the Endplate



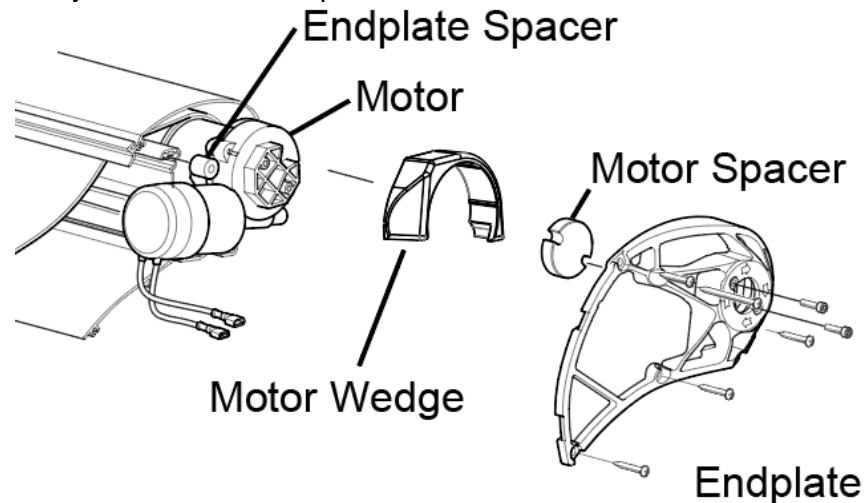
- With a flashlight, inspect the motor housing. Do not remove the motor from the roller tube. Pay particular attention to this highlighted zone. Inspect for any cracks. If there are no cracks visible, then the motor can continue to be used.



- If there are cracks, please follow the instructions detailed in the section **REPLACING THE MOTOR** in service manual 070036-301
- Install the motor wedge over the gear motor. The wedge will only fit one way onto the motor.



10. After installation of the motor wedge, reassemble all the parts. Pay particular attention to the Endplate Spacer, which will be loose once you remove the Endplate.



11. Attach the end plate to the motor with the motor screws provided in the replacement kit (x2). Use a #2 Phillips head bit and a torque limiting driver. Drive the screws until they are tight.
12. Align the screw holes in the end plate and attach the new 1 inch Torx head screws to the awning case (x5). Use a T20 bit to drive the Torx head screws.
13. While firmly holding the partially extended lead rail, carefully remove the spring arm ties previously installed. Allow the lead rail to extend until the fabric is taut. If using zip ties, carefully cut the zip ties. The lead rail should not move.
14. Attach the End Cap and screw.
15. Using the awning controls, verify function of the awning
  - a. Extend the awning fully. Note that the fabric is taut.
  - b. Retract the awning fully. Make sure that the lead rail sits into the case. Small gaps are acceptable but should be no bigger than 1/2".
  - c. Extend the awning and shake the leadrail. The awning should close automatically.