



## IMPORTANT SAFETY RECALL

**NHTSA Safety Recall 23V-234**

**TO: Winnebago Motorhome Dealers**  
**SUBJECT: Campaign # 174 Ekko 12V Charging System**

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 Motorhomes, 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 Motorhomes has decided that a defect related to motor vehicle safety exists on certain 2021 - 2023 Winnebago Ekko Motorhomes. Our records indicate that you have purchased a vehicle with the serial number which appears above. These motor homes were manufactured January 08, 2021 through August 02, 2023.

In some cases, improper wire routing and loose electrical connections can lead to overloaded circuits and damaged equipment, including failure of the auxiliary alternator. An overloaded circuit, resulting in equipment damage increases the risk of a fire, which could present a road hazard and increase the risk of a crash.

### **OWNER NOTIFICATION**

Owners will be notified of this campaign on their vehicles by Winnebago Motorhomes. 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.



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### 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.

### Affected Models:

Certain 2021 - 2023 Winnebago Ekko Motorhomes.

### Repair Procedure:

Refer to instructions for inspection and remedy of proper cable routing and electrical connections.

### Parts Information:

Order the corresponding Part Kit from Winnebago Motorhomes using the WinPortal system to identify the labor operation number and create the order. You will be placing the order as a Recall type. You will need the Recall dealer number and the Winnebago Industries serial number of the affected vehicle to place the order.

### **Before ordering this Recall for Operations 24740101, 24740201, and 24740401:**

- A vehicle lift is considered essential to complete these repairs.
  - Operation 24740301 does not require a lift.
- This is a complex repair involving critical torque specifications and electrical testing procedures. It is recommended that only qualified technicians perform this repair.
- Repair Instructions are available on WinPortal, please review to ensure that your facility is fully prepared to perform the repair.
- The repair may take more than one day and require an overnight stay for your customer.
- Please confirm your customer's appointment before placing a parts order.

*As an alternative to completing this repair at your facility, additional resources have been made available at our Motor Home campus in Forest City, Iowa.*

*Customers interested in having the repair done at Winnebago Factory Service can call 866-311-7133 for appointment options.*



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### 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.

Labor operation numbers can be found in the Warranty section of WinPortal under Vehicle Info.

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#### GENERATION 1 & 2

OPERATION NUMBER	DEALER NUMBER	PARTS KIT	TIME ALLOWANCE
24740101	7908	RC7908-23-774	14

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#### GENERATION 3

OPERATION NUMBER	DEALER NUMBER	PARTS KIT	TIME ALLOWANCE
24740201	7909	RC7909-23-774	12

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#### GENERATION 4

OPERATION NUMBER	DEALER NUMBER	PARTS KIT	TIME ALLOWANCE
24740401	7913	RC7913-23-774	12

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#### GENERATION 5 & 6

OPERATION NUMBER	DEALER NUMBER	PARTS KIT	TIME ALLOWANCE
24740301	7910	RC7910-23-774	1

Thank you for your cooperation.

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Winnebago Motorhomes  
Forest City, Iowa 50436

Enclosures