



## IMPORTANT SAFETY RECALL

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**NHTSA Safety Recall 23V-627**

**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.

### **REASON FOR THIS RECALL**

Winnebago Motorhomes has decided that a defect related to motor vehicle safety exists on certain 2017 – 2024 Travato Motorhomes. Our records indicate that you have purchased a vehicle with the serial number which appears above. These motor homes were manufactured, September 06, 2016 through August 31, 2023.

The retractable awnings are extending unintentionally while the motorhome is in motion. An awning that extends unintentionally while the motorhome is in motion could present a road hazard, which can increase the risk of a crash.

### **WHAT WE WILL DO**

Winnebago Motorhomes will coordinate modification of wire circuits and add a motor support wedge. This will be at no charge to you.

### **WHAT YOU SHOULD DO**

Please contact your Winnebago motorhome dealer immediately to arrange an appointment. You can locate a Winnebago dealer by visiting <https://www.winnebago.com/shopping-tools/locate-a-dealer>. You may also schedule an appointment at the Winnebago Factory service Center in Forest City, Iowa by calling 1-800-537-1885, menu option #3. Labor time necessary to perform this correction will be approximately 4 hours. Please allow additional time for the dealer to process your vehicle.



Winnebago motorhome 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 they do not service this condition on that date or within five days, we recommend you contact Winnebago Motorhomes, Attn.: Customer Care at (641) 585-6939 or (800) 537-1885. 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: (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 Customer Care by email at [customercare@wgo.net](mailto:customercare@wgo.net) or write us at Customer Care Department, P.O. Box 152, Forest City, Iowa 50436 or by telephone at (641) 585-6939 or (800) 537-1885.

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

If you have changed address, sold, or traded your vehicle, please let us know by contacting Winnebago Customer Care by email at [customercare@wgo.net](mailto:customercare@wgo.net) or in writing at Customer Care 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 acknowledgement of legal liability.

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Winnebago Motorhomes  
Forest City, Iowa 50436

Enclosure