



NHTSA Safety Recall 23V-694

TO: Winnebago Motorhome Dealers

SUBJECT: Campaign # 179 – View, Navion, and Era Awning Deployment

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 2020 - 2023 View, Navion and Era Motorhomes. Our records indicate that you have purchased a vehicle with the serial number which appears above.

These motor homes were manufactured March 01, 2019, through September 16, 2022.

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.

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.

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 2020 – 2023 Winnebago View, Navion, and Era Motorhomes.

Repair Procedure:

Refer to instructions for update of the awning circuit.

Parts Information:

To minimize any inconvenience to your customers, we strongly encourage you to promptly order part kits for the vehicles on the attached list. This will ensure you have adequate inventory for your customers. Order the following Part Kit from Winnebago Motorhomes using the WinPortal system. You will be placing the order as a recall order. You will need the recall dealer number and the Winnebago Industries serial number of the affected vehicle to place the order.

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.

VIEW AND NAVION

OPERATION NUMBER	DEALER NUMBER	PARTS KIT	TIME ALLOWANCE
24790101	7917	RC7917-24-779	1.5

ERA

OPERATION NUMBER	DEALER NUMBER	PARTS KIT	TIME ALLOWANCE
24790201	7925	RC7925-24-779	1.5

Thank you for your cooperation.

Winnebago Motorhomes
Forest City, Iowa 50436

Enclosures



Transport Canada Recall # 2024-008

TO: Winnebago Motorhome Dealers

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OPERATION NUMBER	DEALER NUMBER	PARTS KIT	TIME ALLOWANCE
24790201	7925	RC7925-24-779	1.5

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Winnebago Motorhomes
Forest City, Iowa 50436

Enclosures

View/Navion Awning Rework: Recall #179 Work Instruction Addendum

Addendum for kit # RC7917-24-779

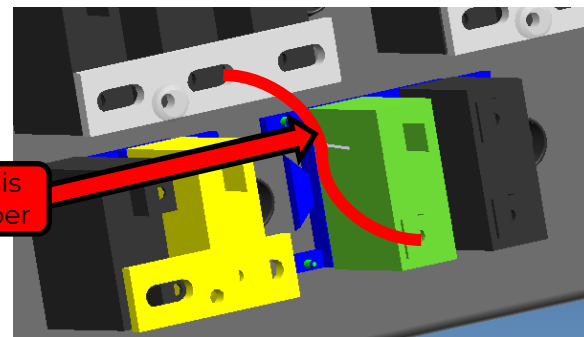
This packet includes updates to the existing instruction packet for Recall 179 on the View/Navion. Follow the statements below in conjunction or in place of the existing instruction packet as directed.

1. In step 1 of the existing instructions, it states to disconnect the chassis battery, see Image 1. When disconnecting the chassis battery, follow the note below:
 - a. **NOTE:** If the chassis battery ground is not disconnected five minutes or more before disconnecting any connectors from the seats, chassis faults may occur that will require a Mercedes service center to clear. This cost is not covered under this recall.
2. For additional clarification on step 5, the 12 Ga. Chassis power jumper should be running from the 'Awning Chassis' breaker to the bus bar connected to the 'Electric Step Control', 'Electric Step Power', and 'Stabilizers' breakers. See Image 2 for a view of the front and back of the breakers.
3. **Note:** In general, avoid reinstalling access panels or covers until unit passes system testing.
4. **Note:** When conducting the system testing, the relay module will hold the park brake signal from when the park brake is engaged until the engine is started or the module loses power. This is due to the chassis going to sleep and needing to hold the park brake signal.
5. All other steps in the existing packet should be followed.
6. At the end of this packet is a general wire diagram for Recall 179, use this to aid troubleshooting as needed.

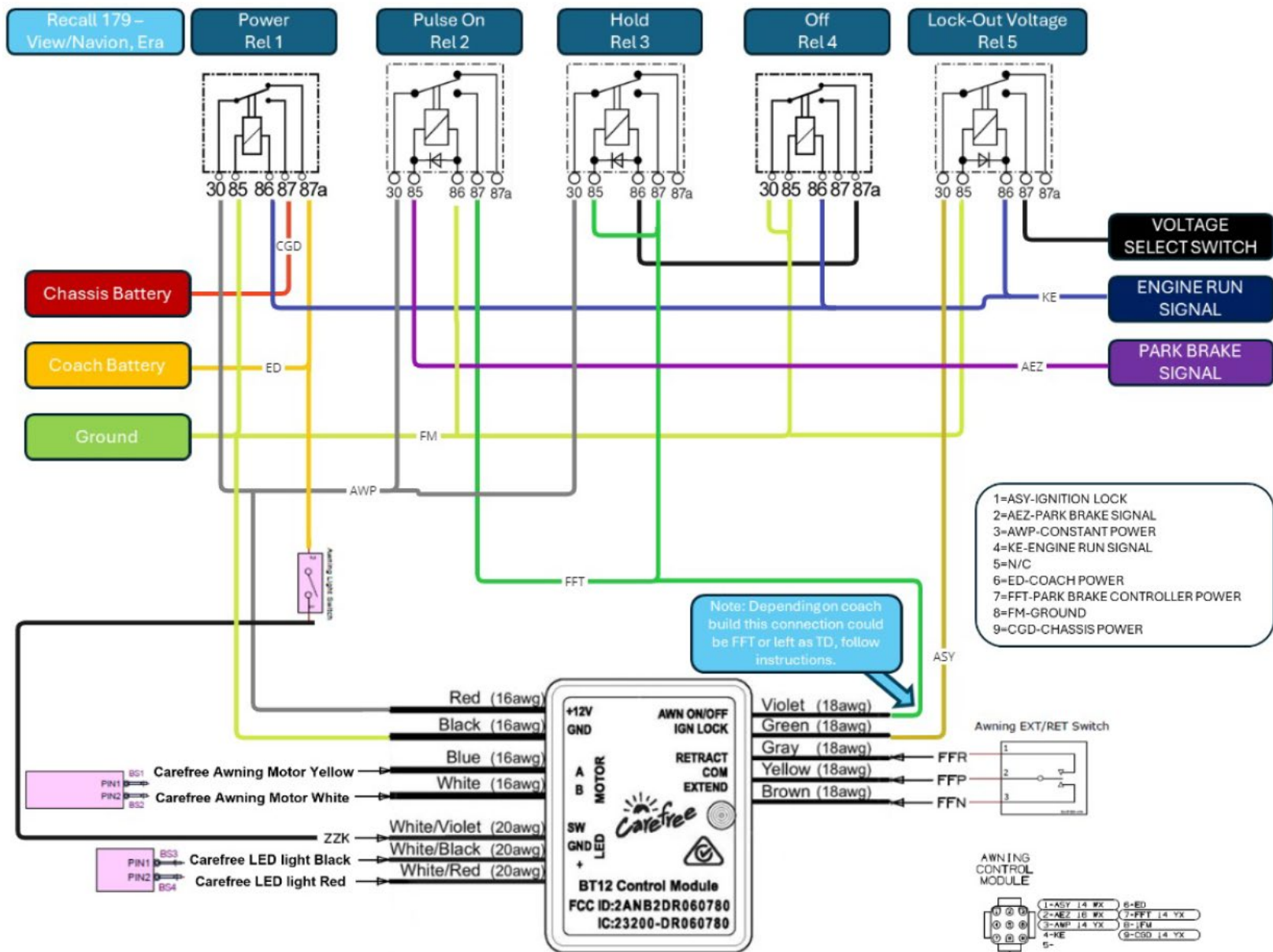
Image 1



Image 2



Wiring Diagram – General



View/Navion Awning Rework:

Recall #179

Parts Kit required: RC7917-24-779 View/Navion Awning Deployment Remedy

1. Wire Asm - Awning, Sprinter - 358844-01-000 (1)
2. 15A Breaker – 093654-02-000 (1)
3. Breaker spacer – 141789-01-000 (1)
4. Buss bar – 141744-01-000 (1)
5. Screw – 15a breaker - 000G52-06-05B (1)
6. Screw – Replacement, 40a breaker - 000G19-10-08B (1)
7. Screw – mounting relay module - 000G39-08-12B (2)
8. Screw – sidewall cap attachment - 000G39-12-12E (3, as required)
9. Label – 358454-01-01A (1)
10. Relay module – 358741-01-000 (1)
11. Small zip ties - 0008343-03-000 (14)
12. Adhesive zip tie mount - 357004-01-000 (4)
13. 12Ga Jumper wire – 353700-01-000 only on units built before October 24, 2022 (1)
14. Pal Nut – 112722-01-01A (2)
15. Screws M4 X 20 – 339810-01-703 (2)
16. Screws #8 x 1", T20 – 339810-01-704 (5)
17. Carefree RH Motor Wedge – 339810-01-702 (1)



View / Navion Awning Rework:

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. This document is confidential and is intended for dealer use only.

Tools and Supplies required-

1. Screw gun with #2 Philips and T25 Torx bit.
2. Cutting tool.
3. Cartridge gun.
4. Fish tape
5. Wire stripper/crimper
6. Manus Sealant – 185987-03-02A or equivalent
7. Electrical Tape
8. Torque Wrench, Ratchet, 7mm, 10mm, 11/32" and E12 Sockets.
9. Oscillating saw with wood blade.
10. Pick.



Step 1– Disconnect all power sources from the coach.

1. Disconnect 110v shore power from the coach.
2. Turn off the 12v house disconnect switch – See Image 1.
3. Disconnect the 12v chassis battery ground (Quick disconnect is located behind a closeout panel next to the throttle, if applicable) – See Image 2. If the unit doesn't have the quick disconnect, refer to the sprinter user manual to disconnect the ground cable from the battery.
4. **NOTE:** If the chassis battery ground is not disconnected before performing the rework, chassis faults may occur that will require a Mercedes service center. This cost is not covered under this recall.

Image 1



Image 2



Step 2 – Remove Driver and Passenger seat

1. Disconnect the seat power and airbag connectors from both seats – See Image 1.
 - **Note:** Take a moment to take pictures or otherwise mark the mounting locations of the seat harness, as well as its routing through the swivel seat base. Failure to properly reinstall the harness could result in damage to the harness.
2. Remove the 4 mounting bolts from each seat using the E12 Socket – See Image 2 & 3.
3. Remove the seats from the vehicle and remove the seat pedestal foam covers.

Image 1 – connectors are directly below seat swivel release

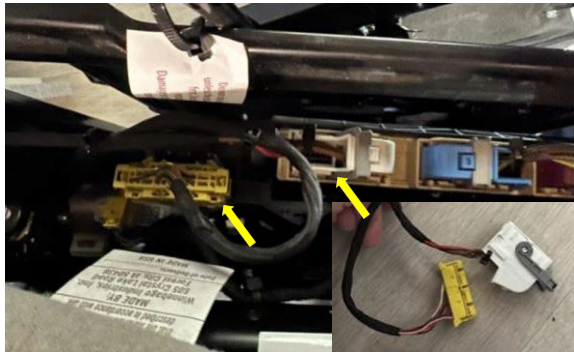


Image 2 – Seat attached to base.



Image 3 – Seat removed from base.



Step 3 – Remove Driver/Passenger flooring

1. Using the T25 bit, remove the passenger stepwell top trim piece – See Image 1.
2. Using the pick, remove the 3 hidden caps from the passenger stepwell to expose the screws, remove the screws and stepwell cover – See Image 2.
3. Remove the floor covering in front of the driver's seat and fold back the floor covering between the driver and passenger seat to expose the black metal tray cover mounted between the seats – See Image 3.
4. Remove the metal tray cover by removing (2) 9mm pal nuts and (1) 10mm nut. Use pliers or a flathead screwdriver to carefully pry the tabs from the chassis studs. See Image 3 for fastener locations, and Image 4 after removal (typical view shown without any Winnebago wiring).

Image 1



Image 2



Image 3



Image 4



Step 4 – Connect new awning circuits in driver's seat pedestal.

1. In the driver's seat pedestal, remove (2) 10mm fasteners that hold down the plastic Mercedes module carrier and fold the carrier over toward the driver's door – see Image 1 and then 2.
2. Starting in the passenger seat base, route harness 358844-01-000 (circuits FM, KE and AEZ) through the lower seat base notch, wire track, and into the driver's seat base – see Image 3.
3. Locate the Mercedes ground stud in the driver's seat base. Remove the 10mm nut, add circuit FM and torque to 71 In/Lbs. – See Image 4.

Image 1



Image 2

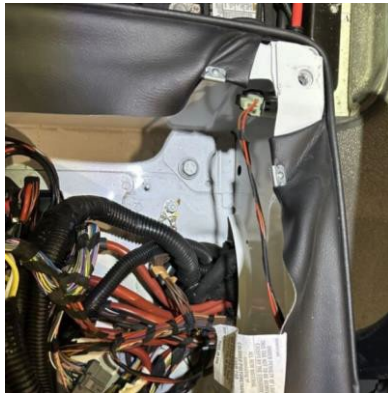


Image 3



Image 4



Step 4 – Continued.

1. In the driver's seat pedestal, flip back over the Mercedes module carrier and reconnect the 10mm fasteners.
2. locate the Mercedes 3 position connection bar – Image 1. Pop open cover – Image 2 and remove the nut from the 4mm stud with a 7mm socket add circuit KE and torque stud to 22 In/Lbs. – See Image 3.
3. Locate the Mercedes PSM module – see Image 4
4. Locate circuit AEZ exiting the Mercedes PSM module, cut circuit AEZ 6" from the module and splice in the AEZ "Y" from the awning harness – see Image 5.
5. The work under the driver's seat is completed.

Image 1

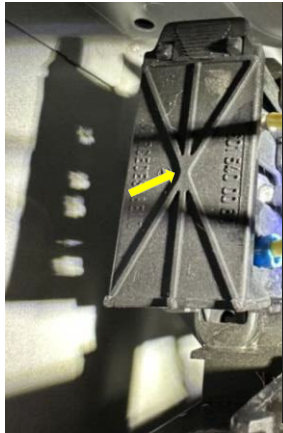


Image 2

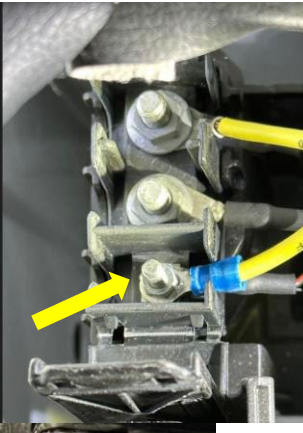


Image 3

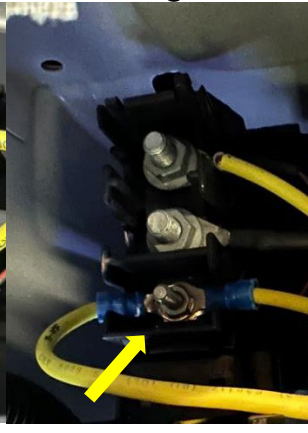
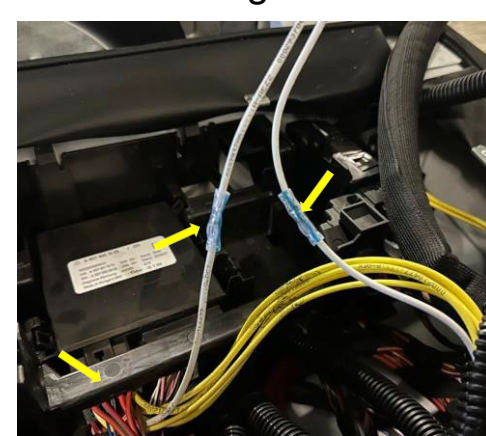


Image 4



Image 5



Step 5 – Connect new awning circuits in passenger's seat pedestal.

Image 1



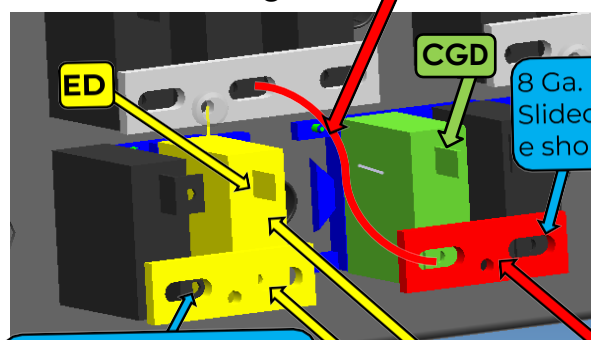
Image 2



1. Locate the Winnebago 12v breaker panel under passenger's seat and remove the plug left of the 40a coach breaker – see Image 1, "Radio". Install the new breaker panel label 358454-01-01a over the old label or trim the "Awning Chassis" and "Awning coach" out of the new label and place it over ""Awing – Toilet – Radio" to speed up the installation.
2. Gather all the components shown in Image 2.
3. Remove the 8ga black "Feed" circuit from the 40a "Coach breaker" (lower connection) and retain the screw. Add new 15a breaker, plastic breaker spacer(for alignment) and buss bar to connect the 40a and 15a breaker together – see Image 3 rear, Image 4 front.
4. Connect new circuit ED to the new 15a breaker "Awning Coach" and remove circuit FFD from the breaker labeled "Awning Chassis" and lower buss bar if attached. Circuit FFD that was removed from the breaker will tie into new circuit FFT on the awning harness (Male to Female spade connection) and new circuit CGD will connect to the breaker labeled "Awning Chassis" – See Image 5 for final connections.

Add Chassis power jumper as required. Units built before October 24, 2022 did not include this cable.

Image 3



8 Ga. Feed to 40A coach breaker. use longer screw here to attach buss bar

New 15A breaker, buss bar and spacer

8 Ga. Feed to 30A Slideout breaker. use shorter screw here.

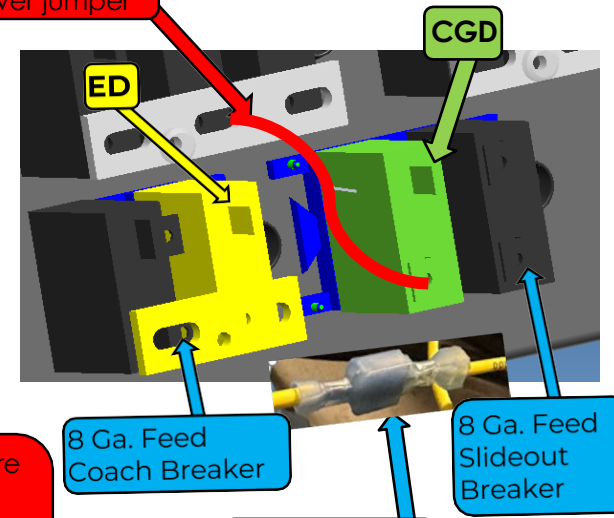
Image 4



If the 30A slideout and 15A awning breakers are connected by a buss bar, **remove and discard Buss bar**. Add chassis power jumper from triple buss bar above to lower "Chassis awning" breaker connection and connect the original 8 Ga feed cable to the 30 A slideout breaker.

Image 5

Final connections



12 Ga. Chassis power jumper

8 Ga. Feed Coach Breaker

8 Ga. Feed Slideout Breaker

FFD TO FFT

Step 5 – Continued.

1. Mount the relay module in the passenger's seat pedestal with (2) G39-08-12B screws and connect the 9-pin housing to the relay module – see Image 1. Use zip ties to immobilize all the new circuits.
2. Set lockout voltage dip switch on the relay board to “Down” or GROUND as shown in Image 2. This will enable the RTL (Retract Then Lock) function of the awning. RTL = If the awning is extended, starting the engine will automatically retract the awning.
3. Route circuits AWP, FFT, ASY and FM through the lower slot in the passenger's seat pedestal – see Image 3. Follow the existing Mercedes wiring into and behind the B-Pillar cover.

Image 1

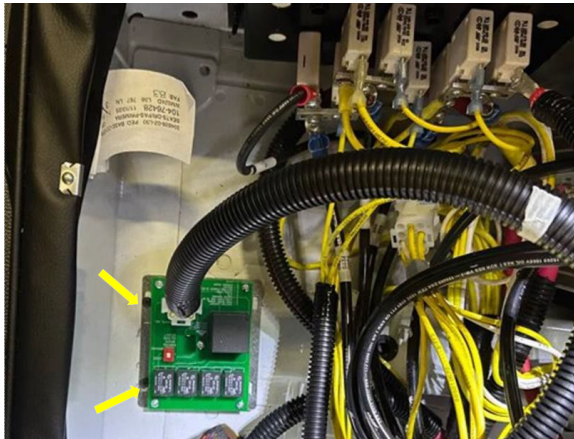
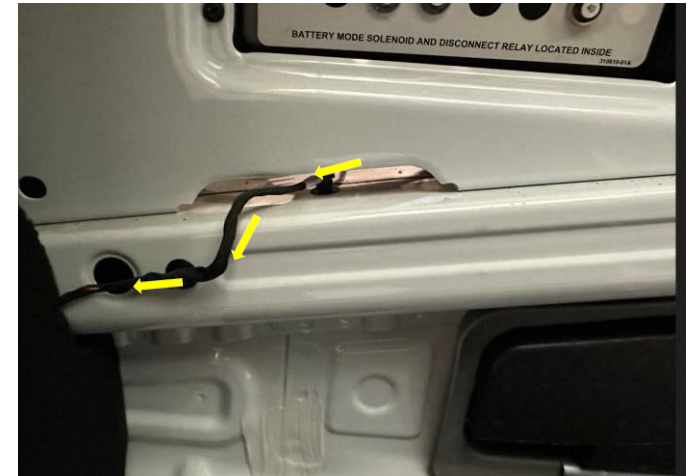


Image 2

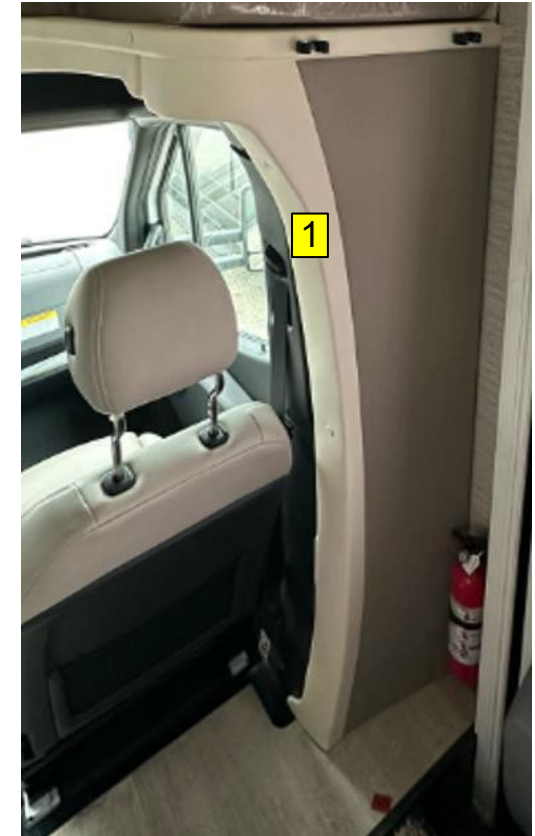
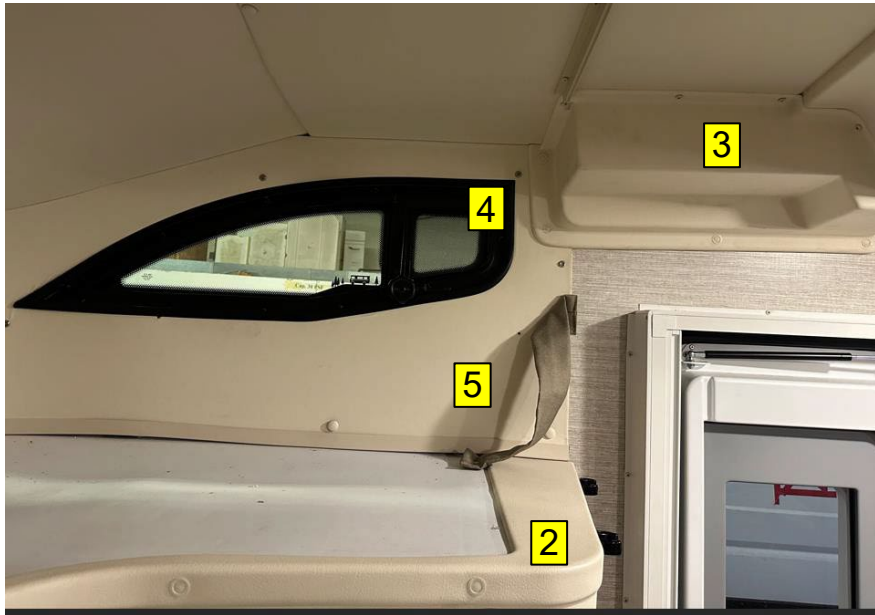


Image 3



Step 6 – Remove interior trim panels.

1. Use a pick to remove the cover caps and screw gun to remove the fasteners from the following components-
 1. Passenger side vertical B-pillar cover.
 2. Passenger side upper bunk trim.
 3. Passenger side upper transition panel.
 4. Passenger side window trim.
 5. Passenger side wall panel.
2. Retain all hardware to reinstall the components later.



Step 7 – Routing the harness up to the BT12 module.

1. Using an osculating saw, create a 1" square notch in the plywood frame – see the red circle in Image 1. The harness will route through this area.
2. Route the harness behind the Mercedes B-Pillar, through the notch and up to the bunk area behind the wingwall panel – See Image 2.
3. Clear the excess sealant from the ends of the vertical steel tube that is attached to the fiberglass front cap, just behind the sleeper deck, and route the harness up through the tube - see Image 3.
4. Note: In some cases, the screw used to attach the sidewall to the cap was too long – See Image 3 blue arrow. remove the (3) fasteners and replace with a shorter version – G11-10-08B.

Image 1

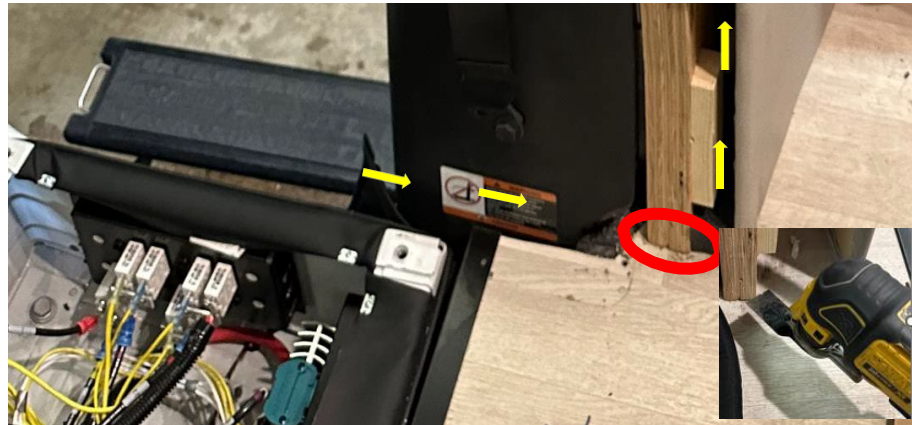
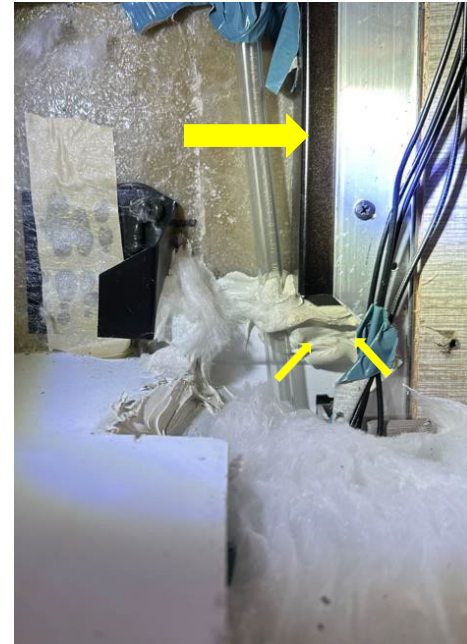


Image 2



Image 3



Step 7 – Continued

1. Continue to route circuits AWP, FFT, ASY and FM up through the black steel tube – see Image 1, out the top of the tube, behind the upper cap aluminum frame and to the BT12 module mounting location – see Image 2.

Image 2

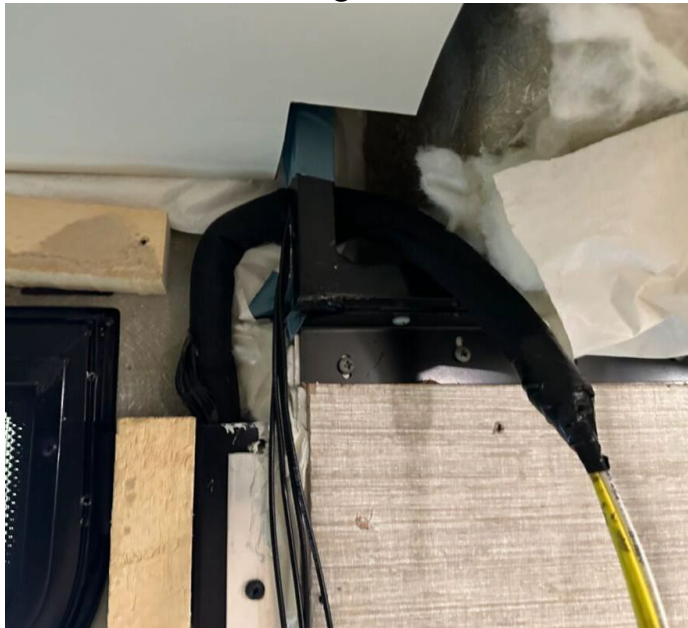


Image 1



Step 8 – Connect the new harness to the BT-12 module

1. Pull down the BT12 module and cut the connections to the Red, Black and Green circuits – see Image 1.
 - a) If the unit doesn't have the Carefree On/Off switch, cut the violet wire.
 - b) If the unit has the Carefree On/Off switch, do not cut the violet wire – See Image 2.
2. Tape off the blunt end on the unused yellow and white wires.
3. Strip the BT12 Red, Black, Green and (Violet circuits if required) and connect them to the new harness in the following sequence –
 1. **AWP=Red**
 2. **FM=Black**
 3. **ASY=Green**
 4. **FFT=Violet** - Only if the unit doesn't have the Carefree On/Off switch.
4. Peel the red adhesive tape off the BT12 adhesive – see Image 3 and 4 and stick the module to the roof cap aluminum frame – see Image 5. Use zip ties to immobilize the new circuits and create a drip loop on the harness – Module high with wires exiting and looping down out of the module.

Image 5

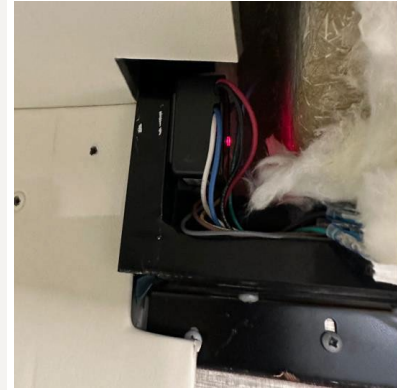
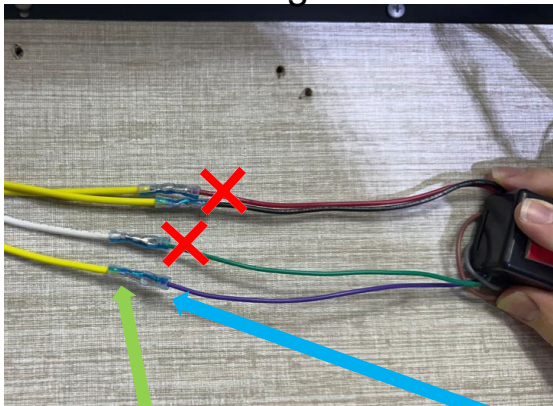


Image 1



On units Without the Carefree On/Off switch, cut the Violet circuit and splice to FFT.

Image 2



Do **NOT** cut the violet circuit on units that have the Carefree On/Off switch shown above. Violet will remain connected to FFD-1

Image 3



Image 4



Step 9 – Seal the awning wiring hole.

1. Pull back the fiberglass insulation and locate the hole in the fiberglass cap for the awning wires – see Image 1. It may be necessary to trim the roof material to gain proper access to the hole from the inside.
2. Use the caulking gun and sealant to seal off hole from the exterior of the coach. Insert nozzle of cartridge gun into convolute tubing as far into the coach as you can, seal the inside tubing back to 2 inches up from the roof, see Image 2. Ensure sealant oozes out to confirm the convolute is fully filled. Wipe off excess, prep, and retape convolute starting from the roof and wrapping up to the awning creating a shingled effect
3. Use the caulking gun and sealant to seal off hole from the interior of the coach – see Image 3.

Image 1



Image 2



Image 3



Step 10 – Reinstall Driver and Passenger seat

1. Reinstall the Mercedes foam covers over driver and passenger seat pedestals and route seat harness out center hole – See Image 1.
 - **Note:** Ensure the seat harness route and retaining mounts are restored to factory location. Failure to properly reinstall the harness could result in damage to the harness.
2. Place the seat over the mounting holes and reinstall the 4 E12 mounting bolts – see Image 3.
3. Torque the mounting bolts to 27 Ft/Lbs.
4. Reinstall the electrical connectors to the seat – see Image 3.

Image 1

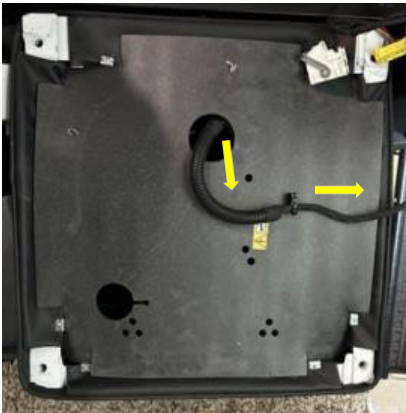


Image 2



Image 3



Step 11 – Reconnect the 12v power sources.

1. Turn on the 12v house disconnect switch – See Image 1.
2. Reconnect the 12v chassis battery ground (Quick disconnect is located behind a closeout panel next to the throttle, if applicable) – See Image 2. If the unit doesn't have the quick disconnect, refer to the sprinter user manual to disconnect the ground cable from the battery.

Image 1



Image 2



Step 12 – Awning Motor wedge and firmware update

1. Before performing the motor wedge installation, confirm that the awning installed requires a wedge, and that one is not already installed. When inspecting the awning be sure to check both sides for the motor, as depending on build it may be a right-hand or left-hand motor.
 1. Confirm that the awning is an angle gear motor, this style of motor is the one that requires the wedge. See Image 1 for an example of what the angle gear motor looks like with the awning extended. Tubular style motors, where the motor is housed inside the awning fabric roller, do not require a wedge.
 2. If the awning is an angle gear motor, gain access to the backside of the motor by removing the case end cap, see Image 2. Some coaches may require the mounting screws be removed and the awning to be slid back on the mounting extrusion in order to access the cover. When doing this be careful to not pop the awning out of the mounting extrusion as it could fully detach from the coach.
 3. Confirm that a wedge is not installed, Image 3 shows a motor with a wedge already installed.
 4. If your coach does not have the wedge and requires one, move onto the next page and follow the wedge installation.

Image 1



Image 2



Image 3



Step 12 – Awning motor wedge and firmware update(Cont.)

1. Review and complete the following documents, all units with a BT-12 require a firmware update.
 - Carefree Motor Wedge Installation service manual, 056513-002R1 (LH) or 056513-001R5(RH) . (For angle gear awnings without a wedge already installed)
 - Carefree Connects Firmware Update service manual, 056513-004r1 (All awning with a BT-12)



Step 13 – System Testing

- See the chart in Image 1 and confirm that all 'With' situations result in the correct actions when the extend and retract commands are operated.
 - Note:** awning will need to be partially extended to confirm auto-retraction, see Image 2.
 - Note:** the relay module will hold the park brake signal from when the park brake is engaged until the engine is started or the module loses power. This is due to the chassis going to sleep and needing to hold the park brake signal.
- With the engine off and the parking brake and 12v coach power on, bring the awning to a partially extended position, see Image 2. Locate the edge of the awning with the wind sensor and shake the awning to simulate high winds. The awning should automatically retract when the sensor reads the awning movement.
- If all the above actions result in their defined outcomes the rework is complete.

Image 2

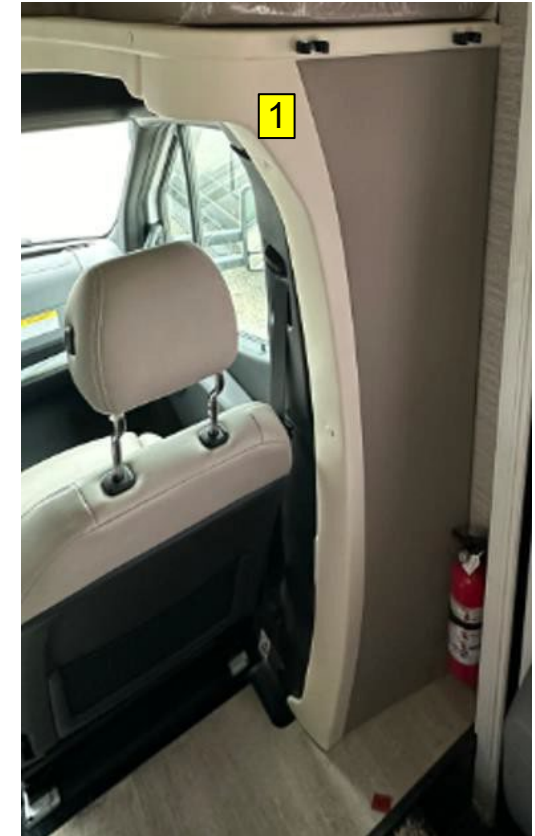


Image 1

With the awning switched to ON (IF present), and:			When you hit extend or retract, the Awning:
12v Coach Power ON	+		Should Extend.
Engine Off	+	Parking Brake On	Should Retract.
12v Coach Power Off	+		Should not Extend.
Engine Off	+	Parking Brake On	Should not Retract.
12v Coach Power Off	+		Should not Extend.
Engine On	+	Parking Brake On	Should Auto-Retract with Engine Start.
12v Coach Power Off	+		Should not Extend.
Engine On	+	Parking Brake Off	Should Auto-Retract with Engine Start.
12v Coach Power ON	+		Should not Extend.
Engine Off	+	Parking Brake Off	Should not Retract.
12v Coach Power ON	+		Should not Extend.
Engine On	+	Parking Brake Off	Should Auto-Retract with Engine Start.
12v Coach Power ON	+		Should not Extend.
Engine On	+	Parking Brake On	Should Auto-Retract with Engine Start.

Step 14 – Reinstall interior trim panels.

1. Locate the original fasteners and reinstall the interior trim panels in the following order.
 1. Passenger side vertical B-pillar cover.
 2. Passenger side upper bunk trim.
 3. Passenger side wall panel.
 4. Passenger side window trim.
 5. Passenger side upper transition panel.



Step 15 – Reinstall Driver/Passenger flooring and stepwell covers.

1. With the metal tray cover removed, inspect the wiring running between the two seat pedestals, the center console area, and the chassis battery. See Image 1 below for all (6) locations where the Mercedes wire harness should be zip tied to the Mercedes plastic wire tray (typical view shown without any Winnebago wiring). If any of these locations do not have a zip tie preset, add one to secure the wiring.
2. On the sheet metal tray cover, add (2) adhesive zip tie mounts in area shown in Image 2. These zip ties will go around and secure the battery cable and any other Wiring going between the Chassis battery area and the driver side pedestal.

Image 1

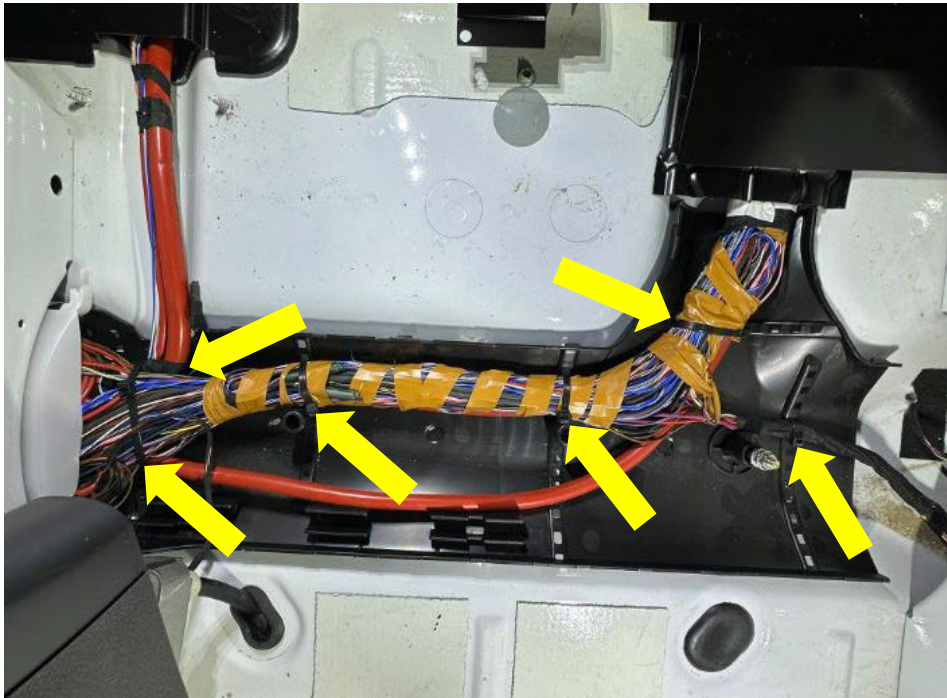


Image 2



Step 15 – Reinstall Driver/Passenger flooring and stepwell covers.

1. Reinstall the metal tray cover over the wire track – See Image 1.
2. Pull the floor covering back over the wiring panel and tuck in back in place around the park brake handle.
3. Reinstall the passenger side stepwell cover, drivers side flooring and using the T25 bit, reinstall the driver and passenger stepwell top trim pieces – see Images 2 and 3.
4. The work is now completed.

Image 1



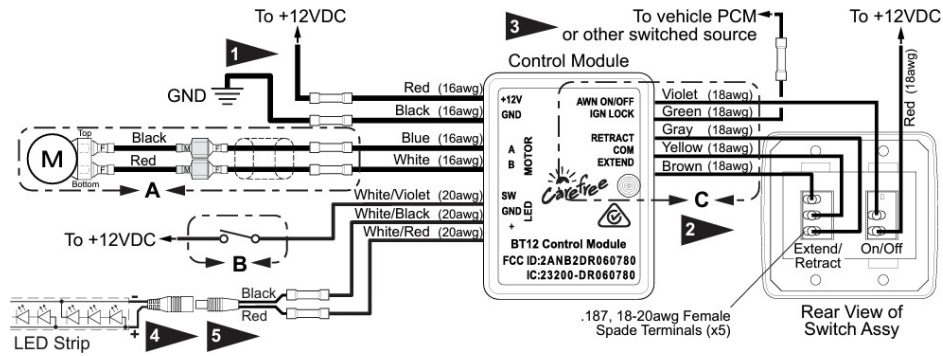
Image 2



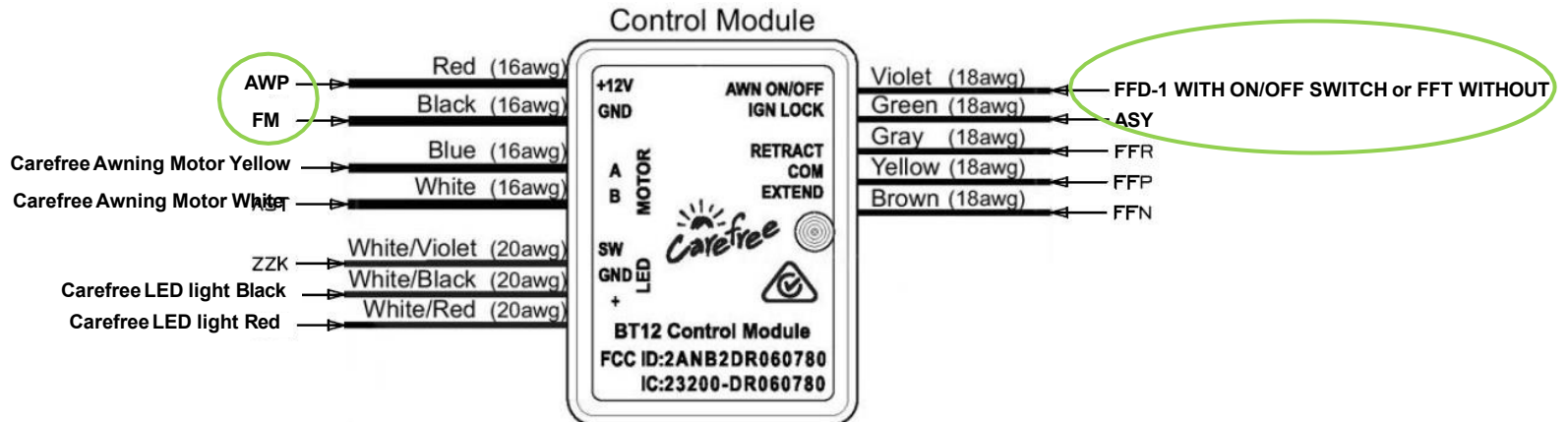
Image 3

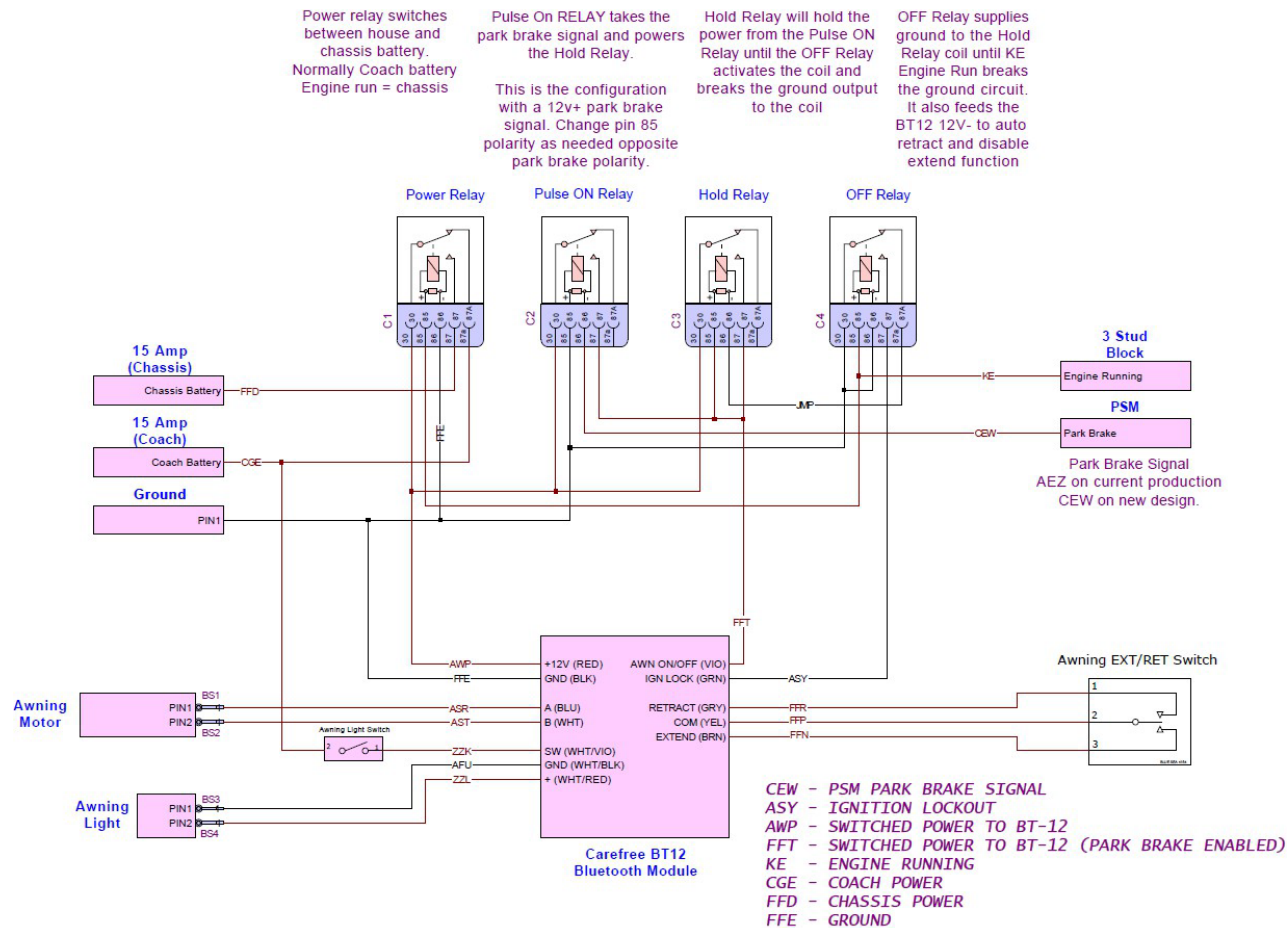


Generic Carefree BT-12 Wiring Diagram



Winnebago BT12 connection guide





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. This document is confidential and is
intended for dealer use only.

Era Awning Rework: Recall #179 Work Instruction Addendum

Addendum for kit # RC7925-24-779

This packet includes updates to the existing instruction packet for Recall 179 on the Era. Follow the statements below in conjunction or in place of the existing instruction packet as directed.

1. In step 1 of the existing instructions, it states to disconnect the chassis battery, see Image 1. When disconnecting the chassis battery, follow the note below:
 - a. **NOTE:** If the chassis battery ground is not disconnected five minutes or more before disconnecting any connectors from the seats, chassis faults may occur that will require a Mercedes service center to clear. This cost is not covered under this recall.
2. For “Step 5 - Connect new awning circuits in passenger's seat pedestal.”, disregard the existing packet instructions and follow the instructions for Step 5 in this packet.
3. **Note:** In general, avoid reinstalling access panels or covers until unit passes system testing.
4. **Note:** When conducting the system testing, the relay module will hold the park brake signal from when the park brake is engaged until the engine is started or the module loses power. This is due to the chassis going to sleep and needing to hold the park brake signal.
5. All other steps in the existing packet should be followed.
6. At the end of this packet is a general wire diagram for Recall 179, use this to aid troubleshooting as needed.

Parts Kit required:

1. Breaker spacer – 141789-01-000 (1)
2. Buss bar – 141744-01-000 (1)
3. Screw – 000G52-06-05B – For 15a breaker (1)

Image 1



Step 5 – Connect new awning circuits in passenger's seat pedestal.

1. Locate the Winnebago 12v breaker panel under passenger's seat and remove the plugs from the "Slideout" and "Radio" positions – see Image 1.
2. Add in the supplied 15 Amp breakers with spacers(for alignment) into both open positions.
3. Cut "Awning Chassis" and "Awning Coach" out of the supplied label 358911-01-000. Install these sections over the existing label as shown in Image 1.
4. Remove circuits KKF "Yellow Feed" and KKG "Purple Feed" from the existing breakers.
5. Install a buss bar between the breakers labeled "Awning coach" and "Coach Breaker Panel". Connect KKF "Yellow Feed" to the bus bar.
6. Install a buss bar between the breakers labeled "Chassis Battery Power" and Awning Chassis". Connect KKG "Purple Feed" to the bus bar.
7. Connect new circuit ED to the top connector on the 15a breaker "Awning Coach", Connect new circuit CGD to the top connector on the 15 Amp breaker "Awning Chassis".
8. FFT on the new harness will not be used. Use electrical tape to cover the connector.
9. Note: Depending on coach build, the "Chassis Battery Power" breaker will either be 6 Amp or 15 Amp. This will not affect the recall.
10. Tape up the male spade terminal on circuit FFT in the new harness, it will not be used.

Image 1

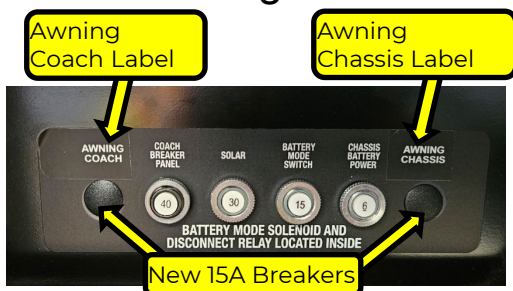


Image 2

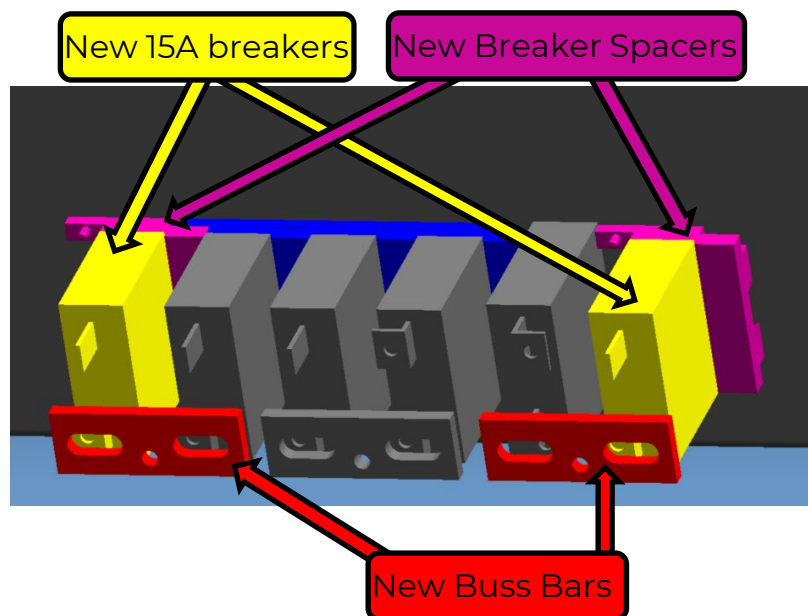
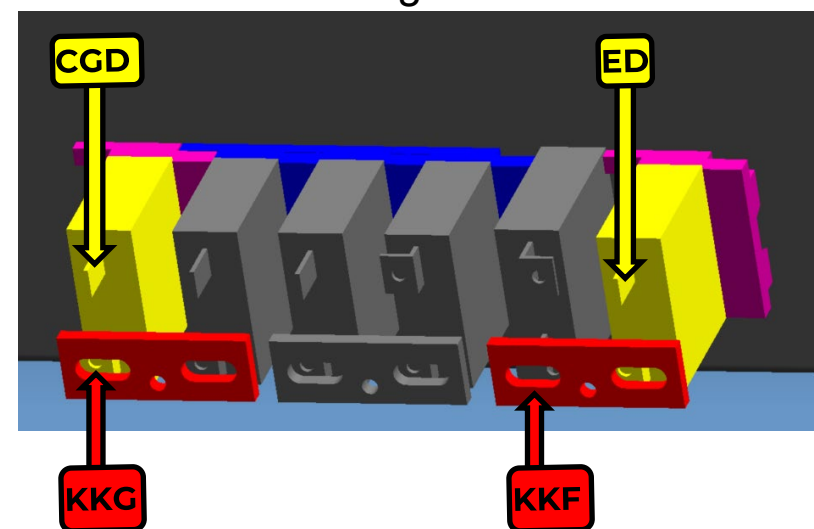


Image 3



Step 5 – Continued.

1. Mount the relay module in the passenger's seat pedestal with (2) G39-08-12B screws and connect the 9-pin housing to the relay module – see Image 1. Use zip ties to immobilize all the new circuits.
2. Set lockout voltage dip switch on the relay board to “Down” or GROUND as shown in Image 2. This will enable the RTL (Retract Then Lock) function of the awning. RTL = If the awning is extended, starting the engine will automatically retract the awning.
3. Route circuits AWP, FFT, ASY and FM through the lower slot in the passenger's seat pedestal – see Image 3. Follow the existing Mercedes wiring into and behind the B-Pillar cover.

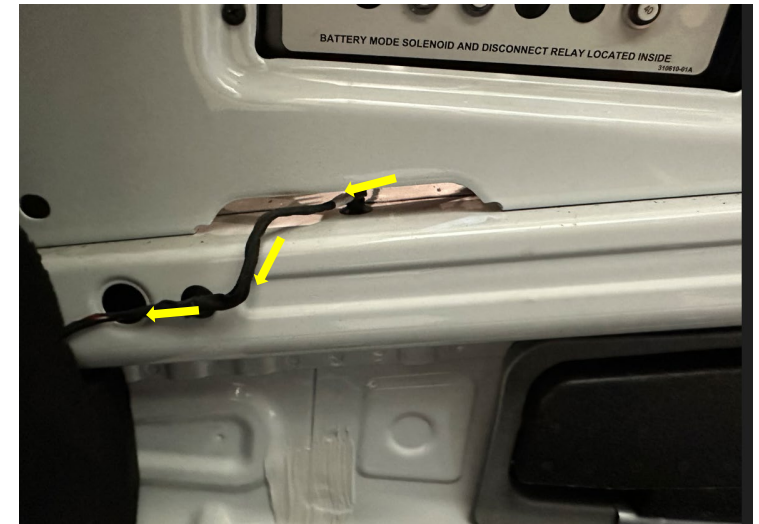
Image 1



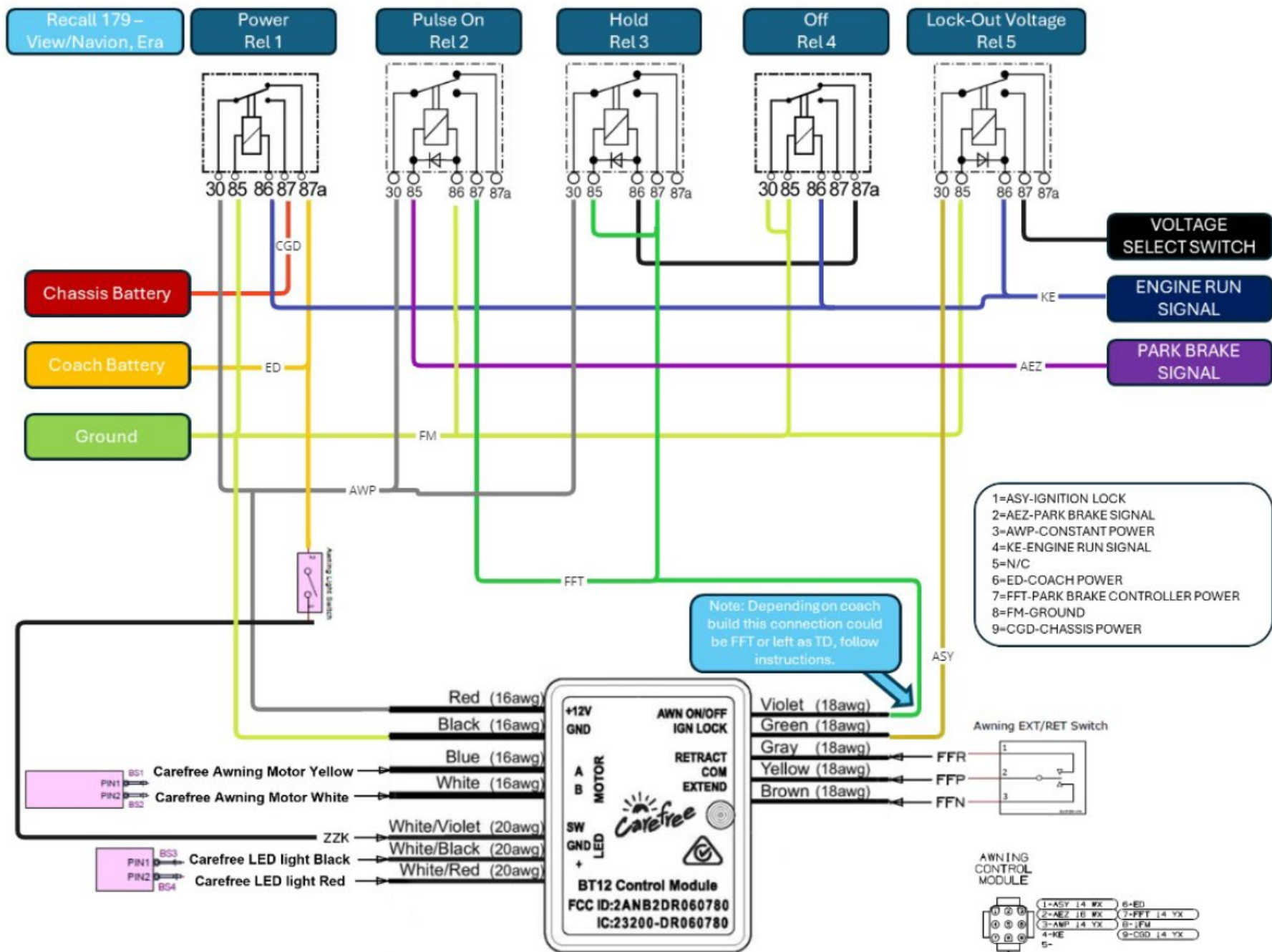
Image 2



Image 3



Wiring Diagram – General



Era Awning Rework: Recall #179

Parts Kit required: RC7925-24-779 ERA Awning Deployment

1. Wire Asm-Awning, Sprinter - 000293786 / 358844-01-000 (1)
2. 15A Breaker – 093654-02-000 (2)
3. Breaker spacer – 141789-01-000 (1)
4. Buss bar – 141744-01-000 (1)
5. Screw – 000G52-06-05B – For 15a breaker (1)
6. Screw – 000G19-10-08B – Replacement for 40a breaker (1)
7. Screw – 000g39-08-12B – For mounting relay module (2)
8. Label – 358911-01-000 (1)
9. Relay module – 358741-01-000 (1)
10. Small zip ties - 0008343-03-000 (14)
11. Adhesive zip tie mount - 357004-01-000 (4)
12. Pal Nut – 112722-01-01A (2)
13. Screws M4 X 20 – 339810-01-703 (2)
14. Screws #8 x 1", T20 – 339810-01-704 (5)
15. Carefree RH Motor Wedge – 339810-01-702 (1)

1



2



3



4



5



6



7



8



9



10



11



12



13



14



15



ERA Awning Rework:

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. This document is confidential and is intended for dealer use only.

Tools and Shop Supplies required-

1. Screw gun with #2 Philips and T25 Torx bit.
2. Cutting tool.
3. Cartridge gun.
4. Drill
5. Fish tape
6. Wire stripper/crimper
7. Manus Sealant – 185987-03-02A or equivalent
8. Electrical Tape
9. Torque Wrench, Ratchet, 7mm, 9mm, 10mm, 11/32" and E12 Sockets
10. Pick
11. Flat Screwdriver



Step 1 – Disconnect all power sources from the coach.

1. Disconnect 110v shore power from the coach.
2. Turn off the 12v house disconnect switch – See Image 1.
3. Disconnect the 12v chassis battery ground (Quick disconnect is located behind a closeout panel next to the throttle, if applicable) – See Image 2. If the unit doesn't have the quick disconnect, refer to the sprinter user manual to disconnect the ground cable from the battery.
4. **NOTE:** If the chassis battery ground is not disconnected before performing the rework, chassis faults may occur that will require a Mercedes service center. This cost is not covered under this recall.

Image 1



Image 2



Step 2 – Remove Driver and Passenger seat

1. Disconnect the seat power and airbag connectors from both seats – See Image 1.
 - **Note:** Take a moment to take pictures or otherwise mark the mounting locations of the seat harness, as well as its routing through the swivel seat base. Failure to properly reinstall the harness could result in damage to the harness.
2. Remove the 4 mounting bolts from each seat using the E12 Socket – See Image 2 & 3.
3. Remove the seats from the vehicle and remove the seat pedestal foam covers.

Image 1 – connectors are directly below seat swivel release

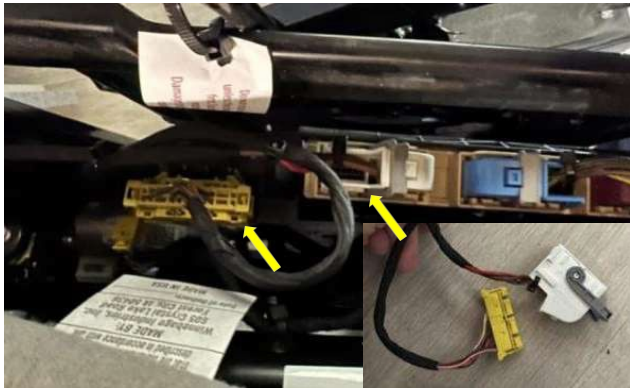


Image 2 – Seat attached to base.



Image 3 – Seat removed from base.



Step 3 – Remove Driver/Passenger flooring

1. Using the T25 bit, remove the passenger stepwell top trim piece – See Image 1.
2. Using the pick, remove the 3 hidden caps from the passenger stepwell to expose the screws, remove the screws and stepwell cover – See Image 2.
3. Remove the floor covering in front of the driver's seat and fold back the floor covering between the driver and passenger seat to expose the black metal tray cover mounted between the seats – See Image 3.
4. Remove the metal tray cover by removing (2) 9mm pal nuts and (1) 10mm nut. Use pliers or a flathead screwdriver to carefully pry the tabs from the chassis studs. See Image 3 for fastener locations, and Image 4 after removal (typical view shown without any Winnebago wiring).

Image 1



Image 2



Image 3



Image 4



Step 4 – Connect new awning circuits in driver's seat pedestal.

1. In the driver's seat pedestal, remove (2) 10mm fasteners that hold down the plastic Mercedes module carrier and fold the carrier over toward the driver's door – see Image 1 and then 2.
2. Starting in the passenger seat base, route harness 358844-01-000 (circuits FM, KE and AEZ) through the lower seat base notch, wire track, and into the driver's seat base – see Image 3.
3. Locate the Mercedes ground stud in the driver's seat base. Remove the 10mm nut, add circuit FM and torque to 71 In/Lbs. – See Image 4.

Image 1



Image 2



Image 3

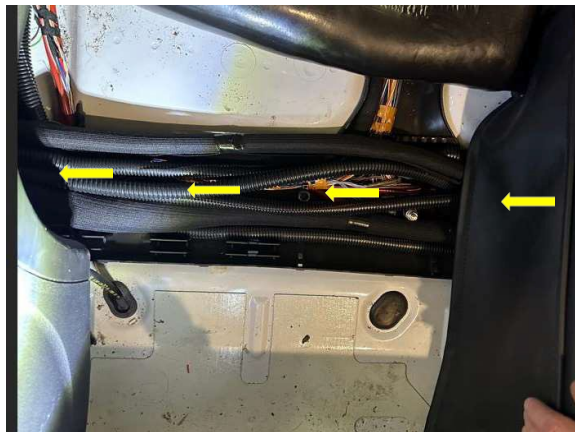


Image 4



Step 4 – Continued.

1. In the driver's seat pedestal, flip back over the Mercedes module carrier and reconnect the 10mm fasteners.
2. locate the Mercedes 3 position connection bar – Image 1. Pop open cover – Image 2 and remove the nut from the 4mm stud with a 7mm socket add circuit KE and torque stud to 22 In/Lbs. – See Image 3.
3. Locate the Mercedes PSM module – see Image 4
4. Locate circuit AEZ exiting the Mercedes PSM module, cut circuit AEZ 6" from the module and splice in the AEZ "Y" from the awning harness – see Image 5.
5. The work under the driver's seat is completed.

Image 1

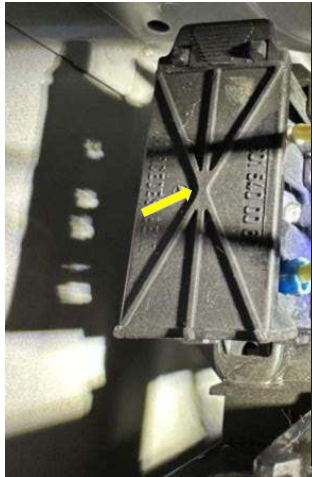


Image 2



Image 3

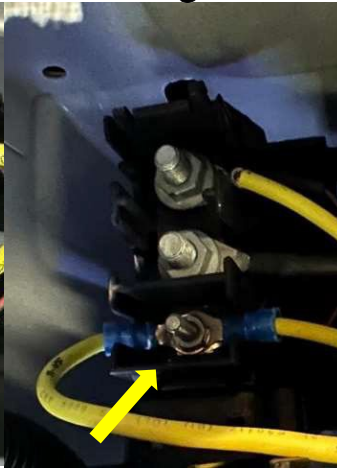
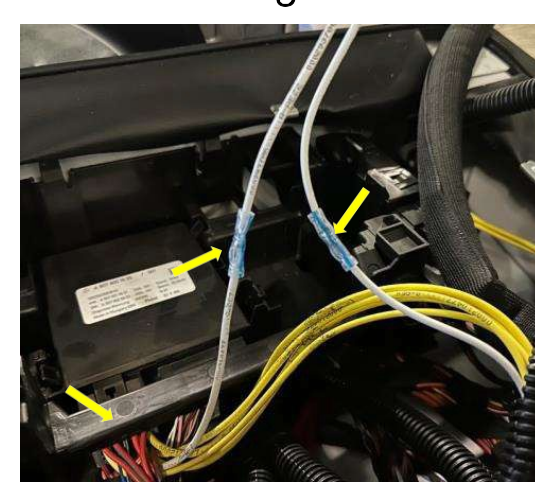


Image 4



Image 5



Step 5 – Connect new awning circuits in passenger's seat pedestal.

Image 1



1. Locate the Winnebago 12v breaker panel under passenger's seat and remove the plug from the "Slideout" position – see Image 1, Yellow arrow, also replace the 6-amp breaker in the "Chassis Battery Power" position with a 15-amp breaker - 093654-02-000 as required – Image 1, Blue arrow.
2. Add new label 358911-01-000 over the top of the old label and gather all the components shown in Image 2.
3. Remove circuit KKF "Yellow Feed" circuit from the 40a "Coach breaker Panel" (lower connection) and discard the screw. Add new 15a breaker, plastic breaker spacer (for alignment) and buss bar to connect the 40a and 15a breaker together – see Image 3 Rear and Image 4 (Front).
4. Connect new circuit ED to the new 15a breaker "Awning Coach" and remove circuit TD from the breaker labeled "Awning Chassis". Circuit TD that was removed from the breaker will tie into new circuit FFT on the awning harness (Male to Female spade connection) and new circuit CGD will connect to the breaker labeled "Awning Chassis" – See Image 5.

Image 2



Image 3

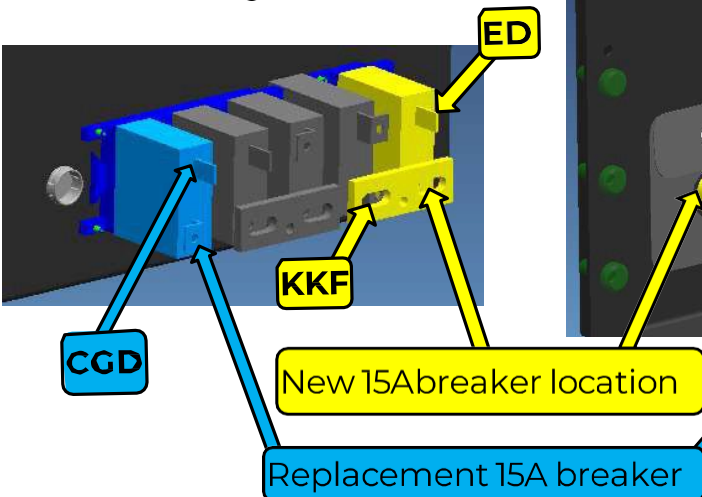
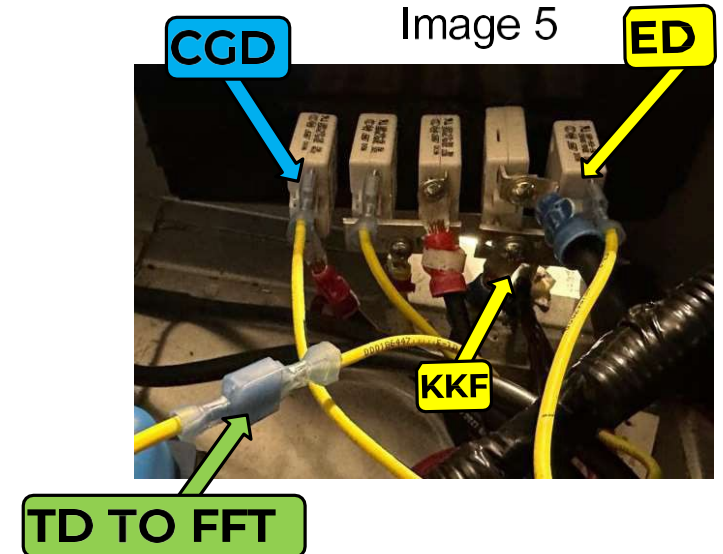


Image 4



Image 5



Step 5 – Continued.

1. Mount the relay module in the passenger's seat pedestal with (2) G39-08-12B screws and connect the 9-pin housing to the relay module – see Image 1. Use zip ties to immobilize all the new circuits.
2. Set lockout voltage dip switch on the relay board to “Down” or GROUND as shown in Image 2. This will enable the RTL (Retract Then Lock) function of the awning. RTL = If the awning is extended, starting the engine will automatically retract the awning.
3. Route circuits AWP, FFT, ASY and FM through the lower slot in the passenger's seat pedestal –see Image 3. Follow the existing Mercedes wiring into and behind the B-Pillar cover.

Image 1



Image 2

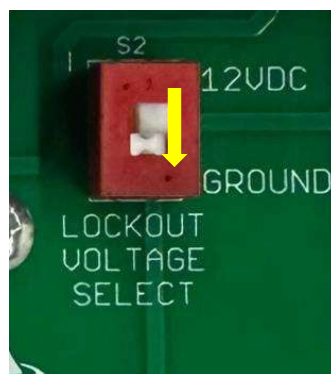
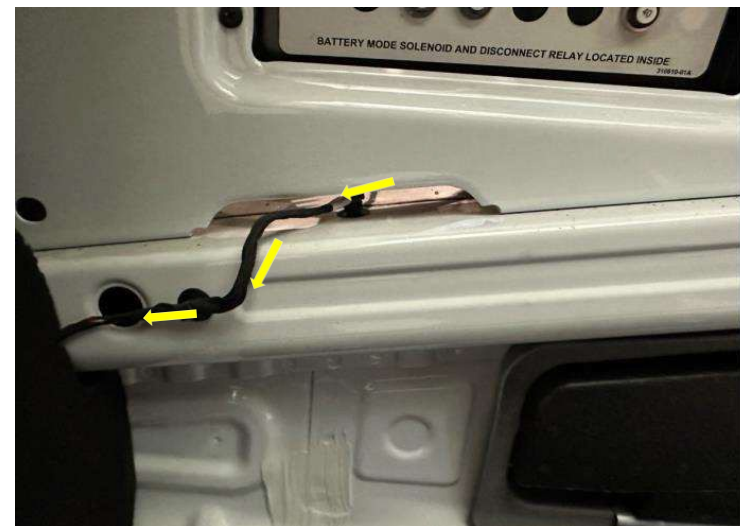


Image 3



Step 6 – Route harness up B-Pillar cover to BT-12

1. Use a pick to remove the cover caps and screw gun to remove the fasteners from the following components-
 1. Passenger side upper transition panel - (4 caps and 4 Philips screws).
 2. Upper shelf support bracket – (2 Philips screws and 1 #20 torx)
 3. Passenger side B-Pillar cover – (17mm Socket and a #45 torx).
2. Retain all hardware to reinstall the components later.
3. Once all the bolts and screws are removed, you should be able to slide the top of the B-pillar out then lift to pull it away from the van body. This will allow you to route the harness up the rear side of the B-Pillar cover following the yellow arrows up to the BT-12 module.



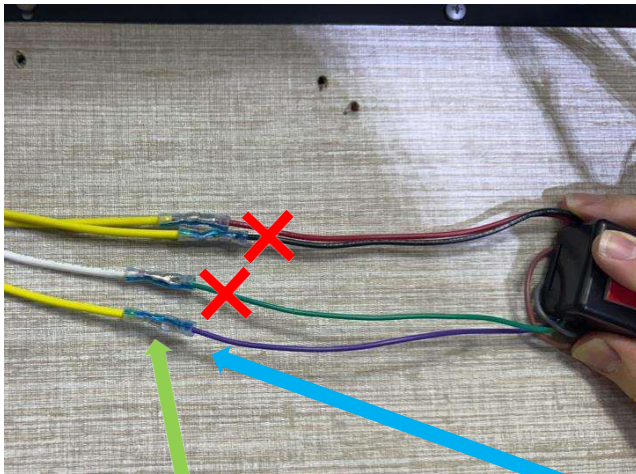
Step 8 – Connect the new harness to the BT-12 module

1. Pull down the BT12 module and cut the connections to the Red, Black and Green circuits – see Image 1.
 - a) If the unit doesn't have the Awning On/Off switch, cut the violet wire – See Image 1 & 2.
 - b) If the unit has the Awning On/Off switch, do not cut the violet wire – See Image 2.
2. Tape off the blunt end on the unused yellow and white wires.
3. Strip the BT12 Red, Black, Green and (Violet circuits if required) and connect them to the new harness in the following sequence –
 1. **AWP=Red**
 2. **FM=Black**
 3. **ASY=Green**
 4. **FFT=Violet** - Only if the unit doesn't have the awning On/Off switch.
4. Peel the red adhesive tape off the BT12 adhesive – see Image 3 and 4 and stick the module to the van body – see Image 5. Use zip ties to immobilize the new circuits and create a drip loop on the harness – Module high with wires exiting and looping down out of the module.

Image 5



Image 1



On units Without the Carefree On/Off switch, cut the Violet circuit and splice to FFT.

Image 2



Do **NOT** cut the violet circuit on units that have the Awning On/Off switch shown above. Violet will remain connected to TD-1

Image 3



Image 4



Step 9 – Seal Awning Wire Passthrough

1. On the roof of the coach, locate the awning wiring entrance point - Front right corner of the roof.
2. Remove electrical tape wrap without damaging wires to gain access to the interior of the convolute tubing, see Image 1.
3. Insert nozzle of cartridge gun into convolute tubing as far into the coach as you can, seal the inside tubing back to 2 inches up from the roof, see Image 2. Ensure sealant oozes out to confirm the convolute is fully filled. Wipe off excess, prep, and retape convolute starting from the roof and wrapping up to the awning creating a shingled effect.
4. Using Manus, reseal on top of the existing self-leveling around the base of the convolute and tool to ensure no gaps are present, see Image 3.

Image 1



Image 2



Image 3



Step 10 – Reinstall Driver and Passenger seat

1. Reinstall the Mercedes foam covers over driver and passenger seat pedestals and route seat harness out center hole – See Image 1.
 - **Note:** Ensure the seat harness route and retaining mounts are restored to factory location. Failure to properly reinstall the harness could result in damage to the harness.
2. Place the seat over the mounting holes and reinstall the 4 E12 mounting bolts – see Image 2. Torque the mounting bolts to 27 Ft/Lbs.
3. Reinstall the electrical connectors to the seat – see Image 3.

Image 1

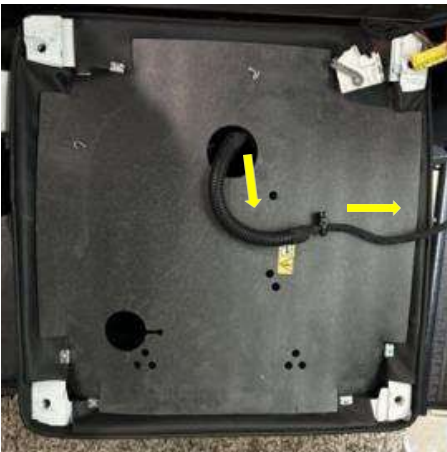


Image 2



Image 3



Step 11 – Reconnect the 12v power sources.

1. Turn on the 12v house disconnect switch – See Image 1.
2. Reconnect the 12v chassis battery ground (Quick disconnect is located behind a closeout panel next to the throttle, if applicable) – See Image 2. If the unit doesn't have the quick disconnect, refer to the sprinter user manual to disconnect the ground cable from the battery.

Image 1



Image 2



Step 12 – Awning Motor wedge and firmware update

1. Before performing the motor wedge installation, confirm that the awning installed requires a wedge, and that one is not already installed. When inspecting the awning be sure to check both sides for the motor, as depending on build it may be a right-hand or left-hand motor.
 1. Confirm that the awning is an angle gear motor, this style of motor is the one that requires the wedge. See Image 1 for an example of what the angle gear motor looks like with the awning extended. Tubular style motors, where the motor is housed inside the awning fabric roller, do not require a wedge.
 2. If the awning is an angle gear motor, gain access to the backside of the motor by removing the case end cap, see Image 2. Some coaches may require the mounting screws be removed and the awning to be slid back on the mounting extrusion in order to access the cover. When doing this be careful to not pop the awning out of the mounting extrusion as it could fully detach from the coach.
 3. Confirm that a wedge is not installed, Image 3 shows a motor with a wedge already installed.
 4. If your coach does not have the wedge and requires one, move onto the next page and follow the wedge installation.

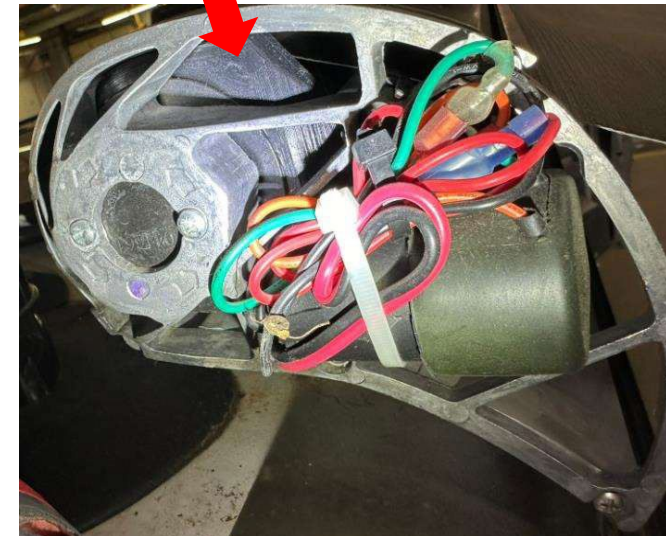
Image 1



Image 2



Image 3



Step 12 – Awning motor wedge and firmware update(Cont.)

1. Review and complete the following documents, all units with a BT-12 require a firmware update.
 - Carefree Motor Wedge Installation service manual, 056513-002R1(LH) or 056513-001R5(RH) . (For angle gear awnings without a wedge already installed)
 - Carefree Connects Firmware Update service manual, 056513-004r1 (All awning with a BT-12)



Step 13 – System Testing

- See the chart in Image 1 and confirm that all 'With' situations result in the correct actions when the extend and retract commands are operated.
 - Note:** awning will need to be partially extended to confirm auto-retraction, see Image 2.
 - Note:** the relay module will hold the park brake signal from when the park brake is engaged until the engine is started or the module loses power. This is due to the chassis going to sleep and needing to hold the park brake signal.
- With the engine off and the parking brake and 12v coach power on, bring the awning to a partially extended position, see Image 2. Locate the edge of the awning with the wind sensor and shake the awning to simulate high winds. The awning should automatically retract when the sensor reads the awning movement.
- If all the above actions result in their defined outcomes the rework is complete.

Image 2



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INDUSTRIES

Image 1

With the awning switched to ON (IF present), and:			When you hit extend or retract, the Awning:	
12v Coach Power ON	+			Should Extend.
Engine Off	+	Parking Brake On	=	Should Retract.
12v Coach Power Off	+			Should not Extend.
Engine Off	+	Parking Brake On	=	Should not Retract.
12v Coach Power Off	+			Should not Extend.
Engine On	+	Parking Brake On	=	Should Auto-Retract with Engine Start.
12v Coach Power Off	+			Should not Extend.
Engine On	+	Parking Brake Off	=	Should Auto-Retract with Engine Start.
12v Coach Power ON	+			Should not Extend.
Engine Off	+	Parking Brake Off	=	Should not Retract.
12v Coach Power ON	+			Should not Extend.
Engine On	+	Parking Brake Off	=	Should Auto-Retract with Engine Start.
12v Coach Power ON	+			Should not Extend.
Engine On	+	Parking Brake On	=	Should Auto-Retract with Engine Start.

Step 14 – Reinstall interior trim panels.

1. Locate the original fasteners and reinstall the interior trim panels in the following order.
 1. Passenger side upper transition panel - (4 caps and 4 Philips screws).
 2. Upper shelf support bracket - (2 Philips screws and 1 #20 torx)
 3. Passenger side B-Pillar cover - (17 mm socket and a #45 torx). Torque the 17mm fastener to **26 Ft/Lbs.** and the #45 torx fastener to **13 Ft/Lbs.**



Step 15 – Reinstall Driver/Passenger flooring and stepwell covers.

1. With the metal tray cover removed, inspect the wiring running between the two seat pedestals, the center console area, and the chassis battery. See Image 1 below for all (6) locations where the Mercedes wire harness should be zip tied to the Mercedes plastic wire tray (typical view shown without any Winnebago wiring). If any of these locations do not have a zip tie preset, add one to secure the wiring.
2. On the sheet metal tray cover, add (2) adhesive zip tie mounts in area shown in Image 2. These zip ties will go around and secure the battery cable and any other Wiring going between the Chassis battery area and the driver side pedestal.

Image 1

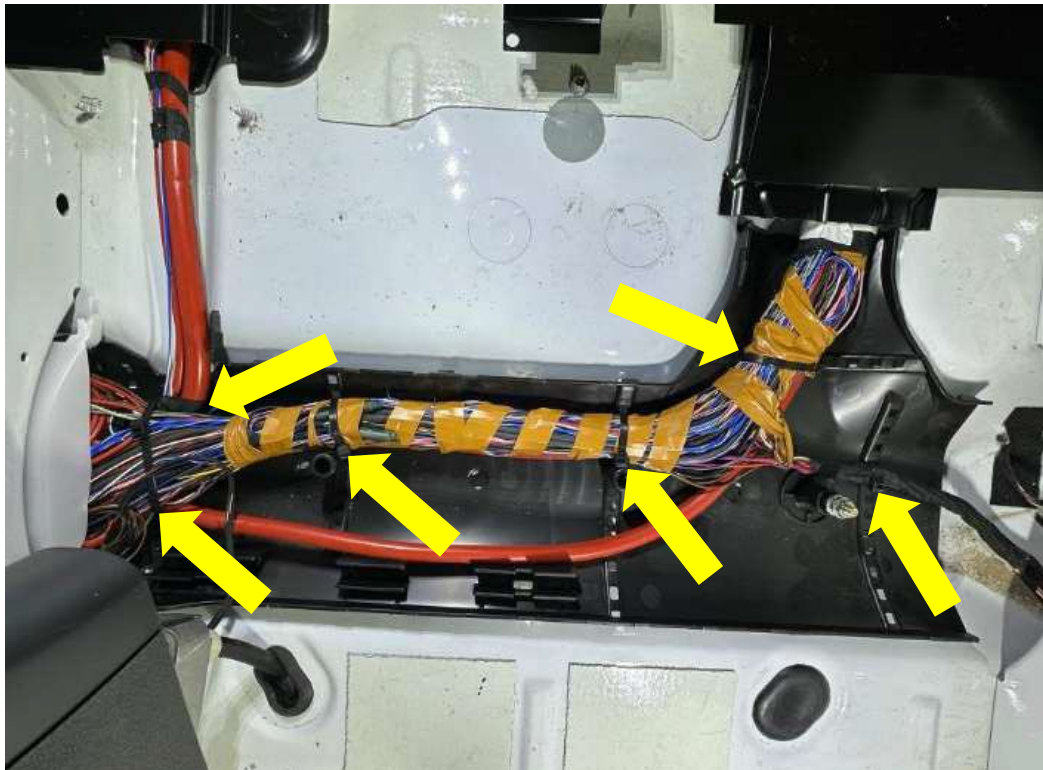
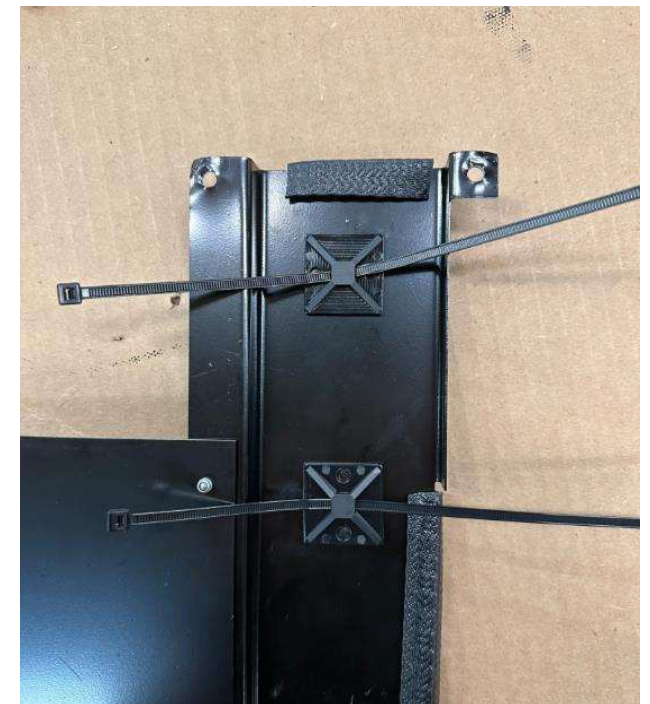


Image 2



Step 15 – Reinstall Driver/Passenger flooring and stepwell covers.

1. Reinstall the metal tray cover over the wire track – See Image 1.
2. Pull the floor covering back over the wiring panel and tuck in back in place around the park brake handle.
3. Reinstall the passenger side stepwell cover, drivers side flooring and using the T25 bit, reinstall the driver and passenger stepwell top trim pieces – see Images 2 and 3.
4. The work is now completed.

Image 1



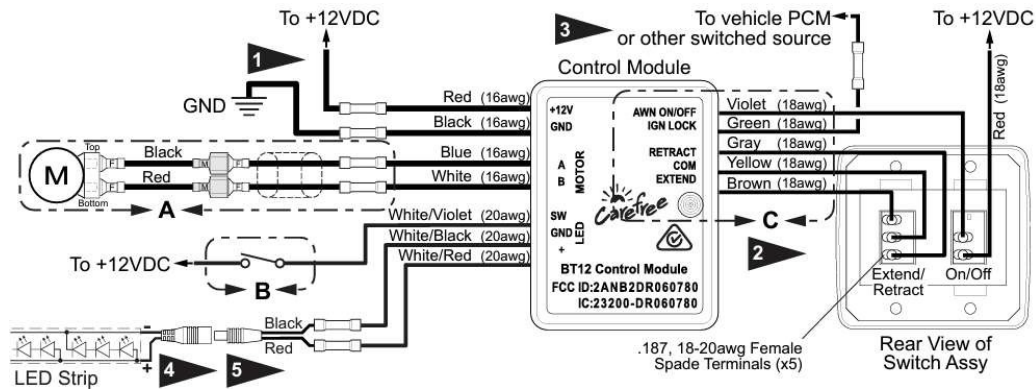
Image 2



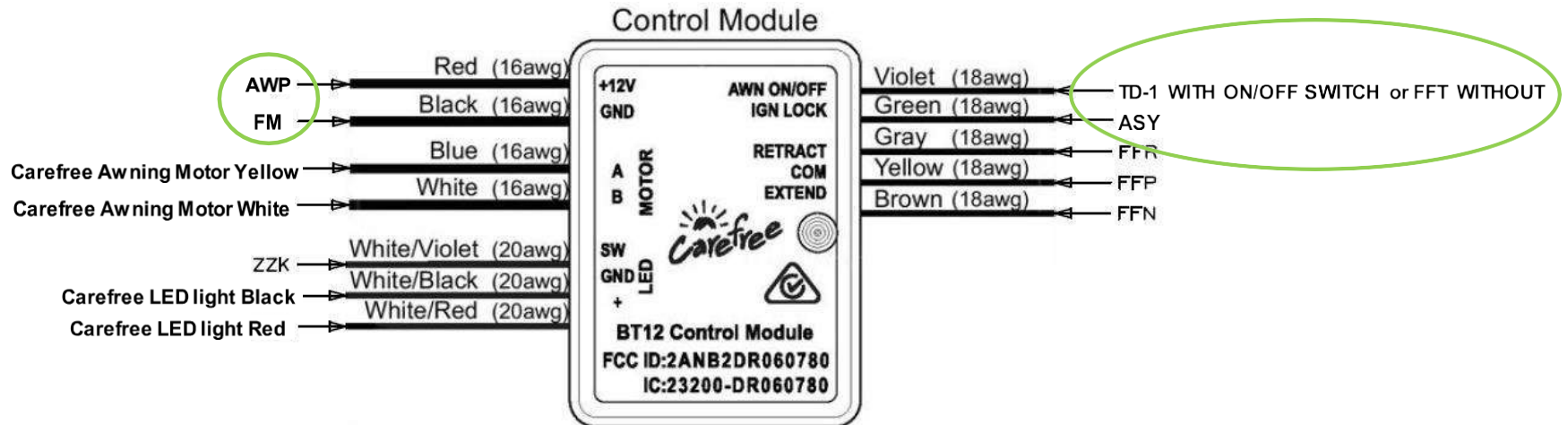
Image 3

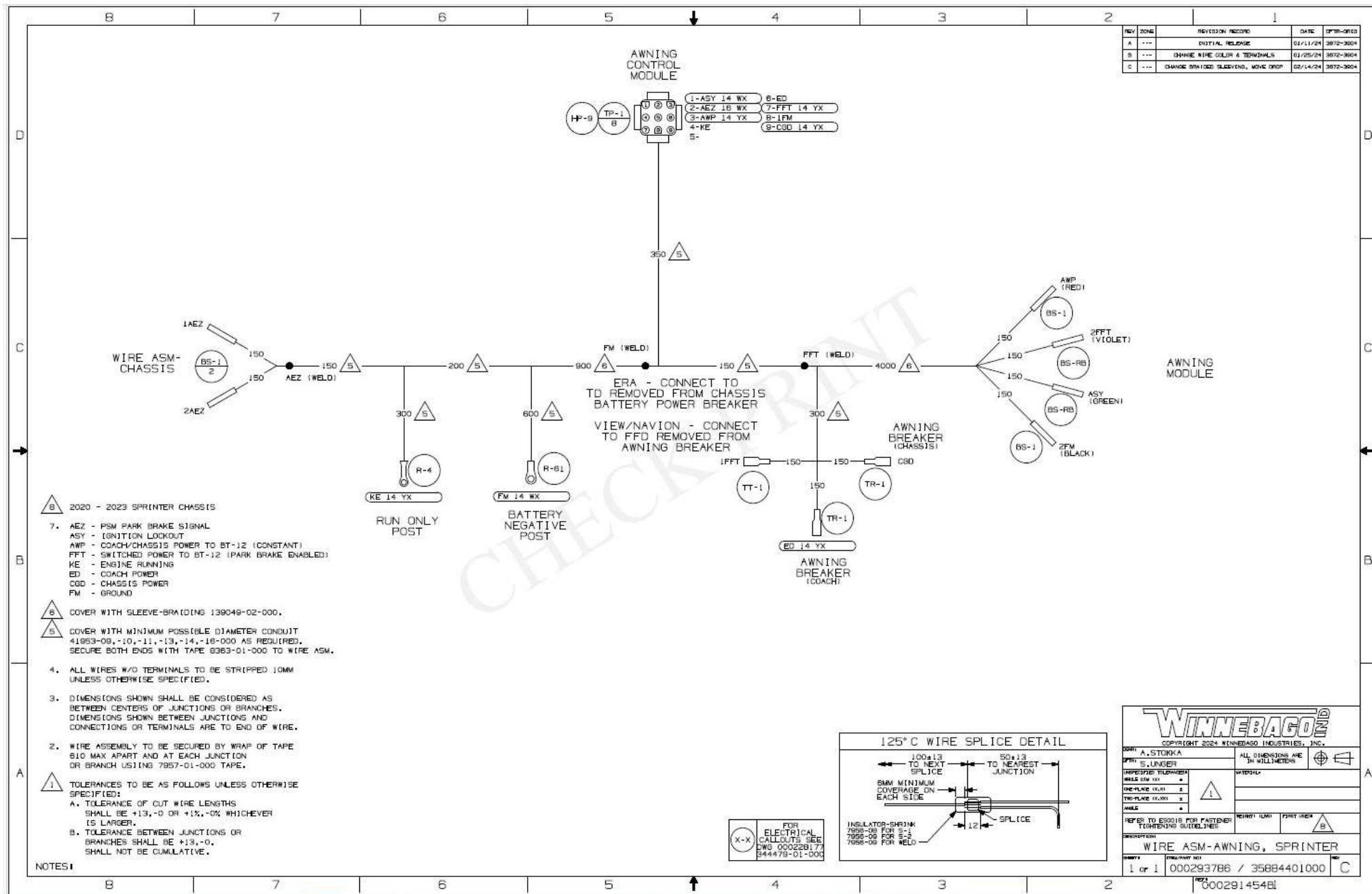


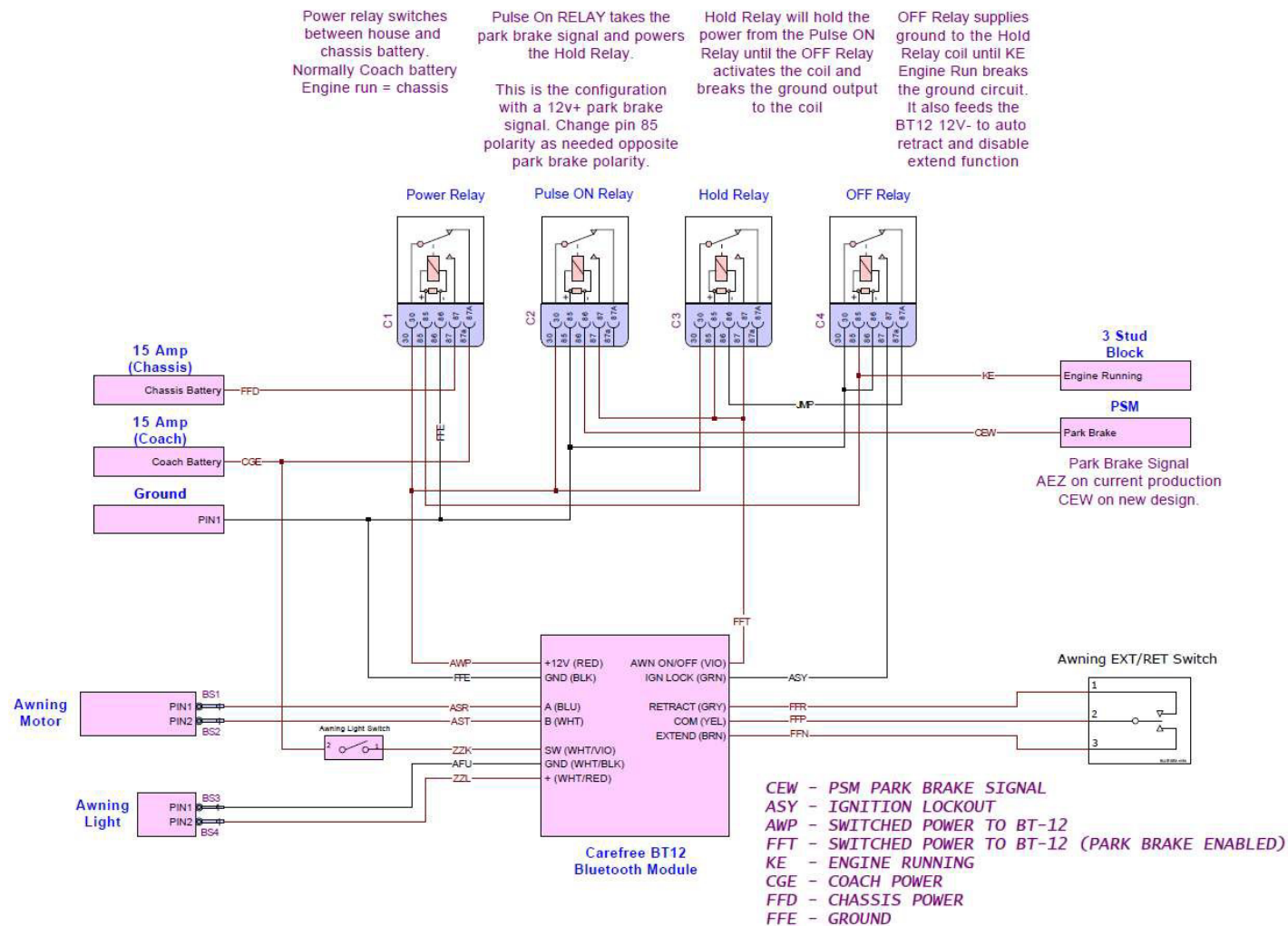
Generic Carefree BT-12 Wiring Diagram



Winnebago BT12 connection guide







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. This document is confidential and is
intended for dealer use only.



IMPORTANT SAFETY RECALL

****RECALL NOTICE ****

THIS NOTICE APPLIES TO YOUR VEHICLE.

NHTSA Safety Recall 23V-694

<Date>

«CUSTOMER_NAME»
«CUSTOMER_ADDRESS_1»
«CUSTOMER_ADDRESS_2»
«CITY» «STATE» «ZIP»

**RE: BODY SERIAL «BODY_SERIAL»
CHASSIS 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 2020 - 2023 View, Navion and Era Motorhomes. Our records indicate that you have purchased a vehicle with the serial number which appears above.

These motor homes were manufactured March 01, 2019, through September 16, 2022.

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.



IMPORTANT SAFETY RECALL

****RECALL NOTICE ****

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 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 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.

Winnebago Motorhomes
Forest City, Iowa 50436

Enclosure



IMPORTANT SAFETY RECALL

****RECALL NOTICE ****

THIS NOTICE APPLIES TO YOUR VEHICLE.

Transport Canada Recall 2024-008

<Date>

«CUSTOMER_NAME»
«CUSTOMER_ADDRESS_1»
«CUSTOMER_ADDRESS_2»
«CITY» «STATE» «ZIP»

**RE: BODY SERIAL «BODY_SERIAL»
CHASSIS SERIAL «CHASSIS_SERIAL»**

Dear Owner:

This notice is being sent to you in accordance with the requirements of the Motor Vehicle Safety Act.

This is to inform you that your vehicle may contain a defect that could affect the safety of a person.

Reason For This Recall

Winnebago Motorhomes has decided that a defect related to motor vehicle safety exists on certain 2020 - 2023 View, Navion and Era Motorhomes. Our records indicate that you have purchased a vehicle with the serial number which appears above.

These motor homes were manufactured March 01, 2019, through September 16, 2022.

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.



IMPORTANT SAFETY RECALL

****RECALL NOTICE ****

Winnebago Motorhomes dealers are best equipped to 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 Motorhomes, Attn.: Customer Care (641-585-6939). If after contacting your dealer and/or our customer care helpline, should you have additional questions regarding this recall, you may contact Transport Canada - Road Safety, 80 rue Noël, Gatineau, Quebec J8Z 0A1 or call 1-800-333-0510.

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 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.

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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.

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.

Winnebago Motorhomes
Forest City, Iowa 50436

Enclosure



RAPPEL DE SÉCURITÉ IMPORTANT

**AVIS DE RAPPEL **

Rappel de Transport Canada 2024-008

<Date>

«CUSTOMER_NAME»
«CUSTOMER_ADDRESS_1»
«CUSTOMER_ADDRESS_2»
«CITY» «STATE» «ZIP»

**SUJET : SÉRIE CARROSSERIE «BODY_SERIAL»
SÉRIE CHASSIS «CHASSIS_SERIAL»**

Cher, Chère propriétaire :

Cet avis vous est envoyé conformément aux exigences de la Loi sur la sécurité automobile. La présente a pour but de vous informer que votre véhicule peut présenter un défaut susceptible d'affecter la sécurité d'une personne.

Raison de ce rappel

Winnebago Motorhomes a décidé qu'un défaut lié à la sécurité automobile existe sur certains camping-cars 2020 - 2023 View, Navion et Era. Nos dossiers indiquent que vous avez acheté un véhicule portant le numéro de série indiqué ci-dessus.

Ces camping-cars ont été fabriqués entre le 1 mars 2019 et le 16 septembre 2022.

Les auvents rétractables se déploient involontairement lorsque le camping-car est en mouvement. Un auvent qui se déploie involontairement alors que le camping-car est en mouvement peut présenter un danger pour la route, ce qui peut augmenter le risque d'accident.

CE QUE NOUS FERONS

Winnebago Motorhomes coordonnera la modification des circuits de câblage et ajoutera une cale de support de moteur. Cela sera effectué sans frais pour vous.

CE QUE VOUS DEVEZ FAIRE

Veuillez contacter immédiatement votre concessionnaire de camping-car Winnebago pour convenir d'un rendez-vous. Vous pouvez trouver un concessionnaire Winnebago en visitant le site <https://www.winnebago.com/shopping-tools/locate-a-dealer>. Vous pouvez également prendre rendez-vous au centre de service de l'usine Winnebago à Forest City, Iowa, en appelant le 1-800-537-1885, option de menu n°3. Le temps de travail nécessaire pour effectuer cette correction sera d'environ 4 heures. Veuillez prévoir un délai supplémentaire pour que le concessionnaire puisse traiter votre véhicule.



RAPPEL DE SÉCURITÉ IMPORTANT

Les concessionnaires Winnebago Motorhomes sont les mieux équipés pour assurer le service et veiller à ce que votre véhicule soit réparé le plus rapidement possible. CEPENDANT, si vous amenez votre véhicule chez le concessionnaire à la date convenue et qu'il ne répare pas le problème à cette date ou dans les cinq jours, nous vous recommandons de contacter Winnebago Motorhomes, Attn.: Service à la clientèle (641-585-6939). Si, après avoir contacté votre concessionnaire et/ou notre service clientèle, vous avez d'autres questions concernant ce rappel, vous pouvez contacter Transport Canada - Sécurité routière, 80 rue Noël, Gatineau, Québec J8Z 0A1 ou appeler le 1-800-333-0510.

SI VOUS AVEZ DÉJÀ PAYÉ POUR CETTE RÉPARATION

Si vous avez payé pour remédier à ce problème, vous pouvez demander un remboursement. Pour obtenir des informations sur le remboursement, contactez le Service à la clientèle de Winnebago par courriel à l'adresse customercare@wgo.net ou écrivez-nous Customer Care Department, P.O. Box 152, Forest City, Iowa 50436 ou par téléphone au (641) 585-6939.

SI VOUS AVEZ CHANGÉ D'ADRESSE OU VENDU LE VÉHICULE

Si vous avez changé d'adresse, vendu ou échangé votre véhicule, veuillez nous en informer en contactant le service à la clientèle de Winnebago par courriel à l'adresse suivante customercare@wgo.net ou en écrivant à Customer Care Department, P.O. Box 152, Forest City, Iowa 50436 ou par téléphone au 641-585-6939 ou au 800-537-1885.

La présentation de cette lettre au centre de service permettra d'apporter les corrections nécessaires à votre véhicule dans les plus brefs délais.

La loi fédérale exige que tout bailleur de véhicule recevant cet avis de rappel transmette une copie de cet avis au locataire dans les dix jours.

Nous sommes désolés de vous causer ce désagrément, mais nous avons pris cette mesure dans l'intérêt de votre sécurité et de votre satisfaction à l'égard de nos produits. Cette lettre ne constitue pas une reconnaissance de responsabilité légale.

Winnebago Motorhomes
Forest City, Iowa 50436

Pièce jointe