



## IMPORTANT SAFETY RECALL

### \*\* RECALL NOTICE \*\*

**THIS NOTICE APPLIES TO YOUR VEHICLE.**

**NHTSA Safety Recall 24V-171**

<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 2024 Winnebago Solis Motorhomes. Our records indicate that you have purchased a vehicle with the serial number which appears above.

These motor homes were manufactured, June 30, 2023 through March 04, 2024.

Certain Winnebago Solis motorhomes were built with a standard outlet in the lavatory area that should have been GFCI protected.

Under certain conditions, lack of proper circuit protection can result in electrical shock.

#### **What We Will Do**

Winnebago Motorhomes will coordinate replacement of the affected outlet with one that is GFCI protected.

This will be at no charge to you.

#### **What You Should Do**

Please contact your Winnebago motorhome dealer or locate a Winnebago dealer at [https://www.winnebago.com/shopping-tools/locate-a-dealer\\_at\\_customercare@wgo.net](https://www.winnebago.com/shopping-tools/locate-a-dealer_at_customercare@wgo.net), or by telephone at (641) 585-6939 or (800) 537-1885, immediately to arrange for an appointment. The labor time necessary to perform this correction will be approximately 2 hours. Please allow additional time for the dealer to process your vehicle.



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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