



## IMPORTANT SAFETY RECALL

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

**NHTSA Safety Recall #24V-662**

**Winnebago #188**

**THIS NOTICE APPLIES TO YOUR VEHICLE.**

<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.

Winnebago Motorhomes has decided that a defect related to motor vehicle safety exists on certain:

2024 – 2025 Ekko and 2025 View / Navion

These motor homes were manufactured **October 19, 2023**, through **August 23, 2024**. Our records indicate that you have purchased a vehicle with the serial number which appears above.

On certain motorhomes, the air conditioner soft start module(s) installed may potentially overheat, an air conditioner soft start module that overheats increases the risk of a fire.

### **What We Will Do**

On affected vehicles, Winnebago dealers will inspect and replace the defective soft start module. **This repair will be done at no charge to you.**

The labor time necessary to perform this correction will be approximately 2 hours. Please allow additional time for the dealer to process your vehicle.

### **What You Should Do**

Please contact your Winnebago motor home dealer immediately to arrange for an appointment. You can locate a dealer at <https://www.winnebago.com/shopping-tools/locate-a-dealer>. You may also schedule an appointment at our Factory Service Center in Forest City, IA by calling (641) 585-6939, menu option #3.



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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.

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Winnebago Motorhomes  
Forest City, Iowa 50436

Enclosure