



## IMPORTANT SAFETY RECALL

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

**NHTSA Safety Recall 24V-171**

<Date>

**TO: Winnebago Motorhome Dealers**

**SUBJECT: Campaign # 182 T36B GFCI**

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 Winnebago Motorhomes.

**Models Affected: 2024 Solis**

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.

#### **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.



## IMPORTANT SAFETY RECALL

### **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.

### **Repair Procedure:**

Refer to instructions for replacement of the affected outlet with one that is GFCI protected.

### **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.

### **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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### **Outlet Replacement**

OPERATION NUMBER	DEALER NUMBER	PARTS KIT	TIME ALLOWANCE
24820101	7928	RC7928-24-782	2 Hours

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Thank you for your cooperation.

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Winnebago Motorhomes  
Forest City, Iowa 50436

Enclosures

# Solis T36B GFCI Outlet

## Tools and Supplies required-

1. Screw gun with #2 Philips and flathead bit.
2. Torque screwdriver
3. Saw with wood blade.
4. Outlet tester.
5. Wire Cutter/Stripper



## Parts required:

1. RECALL #182 GFCI OUTLET - RC7928-24-782 (1)

**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](mailto:techservice@wgo.net). This document is confidential and is intended for dealer use only.**

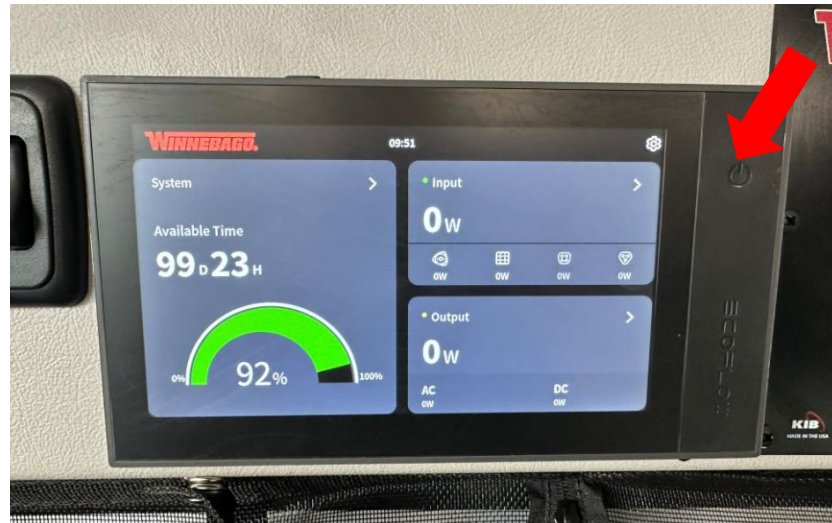
# Step 1 – Pre-rework Prep

1. Disconnect the shore power cord from the coach – See Image 1.
2. Turn off the battery at the Ecoflow panel above the sliding door.
  1. Wake up the panel.
  2. Hold the power button for 10 seconds or until the panel powers off – this turns off the battery. See Image 2
  3. Confirm AC power is off by using an outlet tester.

Image 1



Image 2



# Step 2 – Remove the current outlet

1. Locate the outlet that will be removed, It is in the rear Driver side cabinet. See Image 1.
2. Remove the cover plate from the existing non-GFCI outlet using flat screwdriver.
3. Remove the outlet from the wall by unscrewing the mounting tabs.
4. Using a flat screwdriver, remove the back cover from the outlet and extract the Romex Hot, Neutral, and Ground wires. See Images 2 and 3.
5. Cut the individual Romex cables, ensuring that the area scored by the previous outlet is discarded. See Image 4.

Image 1



Image 2

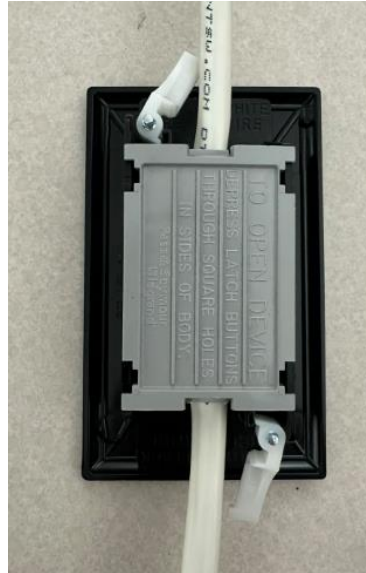


Image 3



Image 4



# Step 3 – Resize Cutout

1. Resize the cutout for the outlet from 86 mm by 46mm to 97mm by 62mm using a saw. See Image 1 and 2.
  - Ensure not to cut the Romex or any additional wiring in the area while cutting.
  - Use tape as needed to protect panel surface while cutting.
2. Identify the Line and Load sides of the cut Romex:
  - The Line side leads to the Load Center.
  - The Load side leads to the last outlet in the branch which is located in the dinette seat storage cubby. See Image 3.

Image 1



Image 2

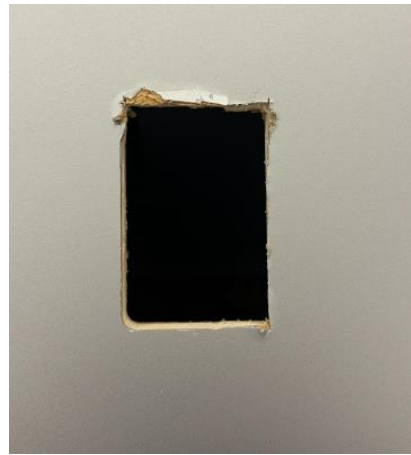


Image 3



# Step 4 – Install the new outlet

1. Insert the two sides of the Romex into the outlet box.
  - Pull enough Romex through to allow at least 6" of space between the back of the box and the outlet. See Image 1.
  - The outer casing of the Romex can be stripped back, but must still protect the wires as they enter the outlet box. See Image 2.
2. Install the vinyl tubing onto the ground wire to prevent accidental shorts on both the Line and Load side. See Image 1 and 2 red arrows.
3. Strip the Hot and Neutral wires on both the Line and Load side back 14mm, or follow the strip gage on the back of the outlet.
4. Mount the outlet box into the cutout by tightening the mounting tabs. See Image 3.

Image 1

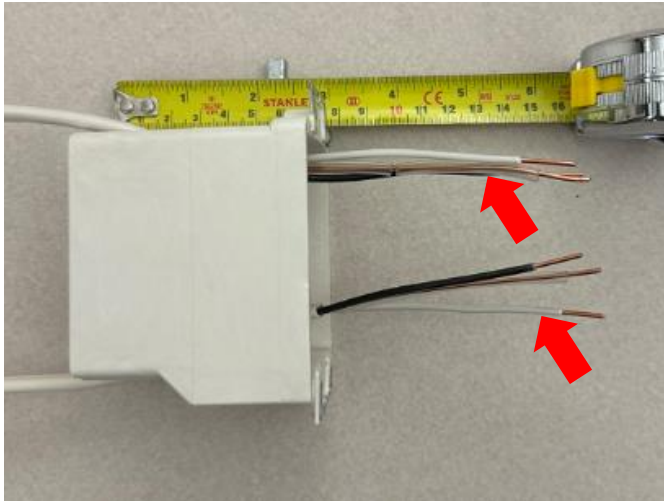


Image 2

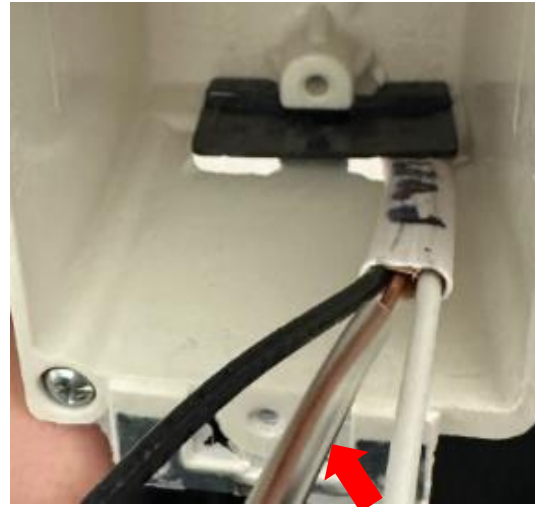
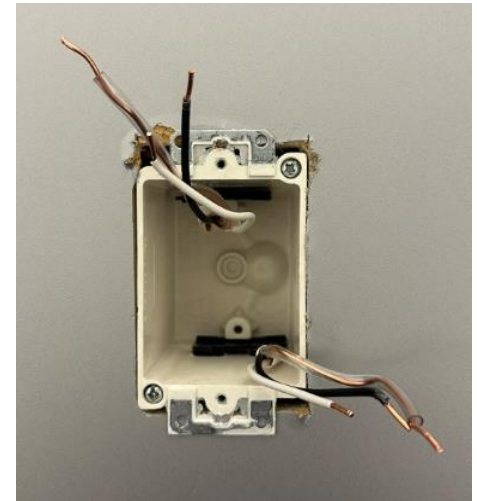


Image 3



# Step 4 – Install the new outlet

1. Wire nut the grounds from the Line and Load to the WIRE ASM-GROUND, BOX.
2. Connect the open end of the WIRE ASM-GROUND, BOX to the green screw on the outlet. Use a torque screwdriver to torque to 15 In Lbs.
3. Connect the Hot and Neutral wires from the Load and Line side of the Romex to their respective locations on the outlet.
  - Follow labels on the back of the outlet to identify the Line and Load connections to Hot and Neutral.
  - Torque all Hot and Neutral connections to 15 In Lbs. with a torque screwdriver.

Image 1

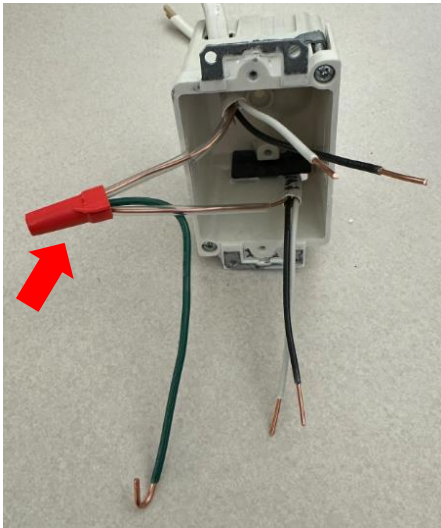
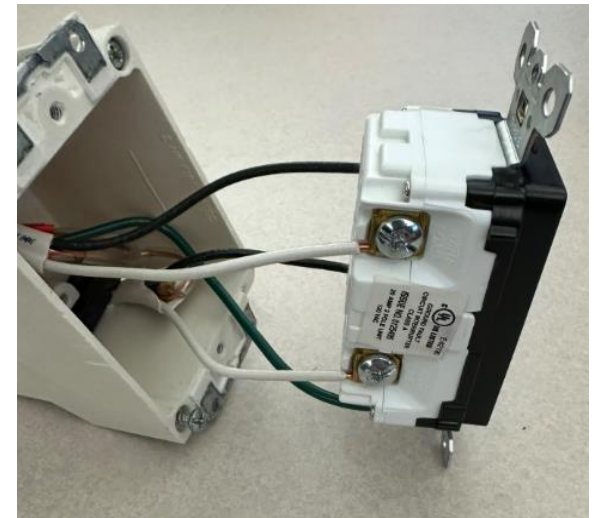


Image 2



Image 3



# Step 5 – Test the outlet

1. Install the outlet into the box, ensuring not to compromise any connections to the outlet.
2. Install the outlet cover using a flathead screwdriver.
3. Go to the Ecoflow panel and hold the power button to turn on the battery.
4. Tap on the Outputs tab and turn on AC power. See Image 1 and 2 red arrows.
5. Test the outlet using the 'Test your work' section of the instructions included with the outlet. See Image 3.
6. Use the labels provided with the outlet to label the final outlet in the chain 'GFCI Protected Outlet'
7. If the outlet tests correctly, the rework is complete.

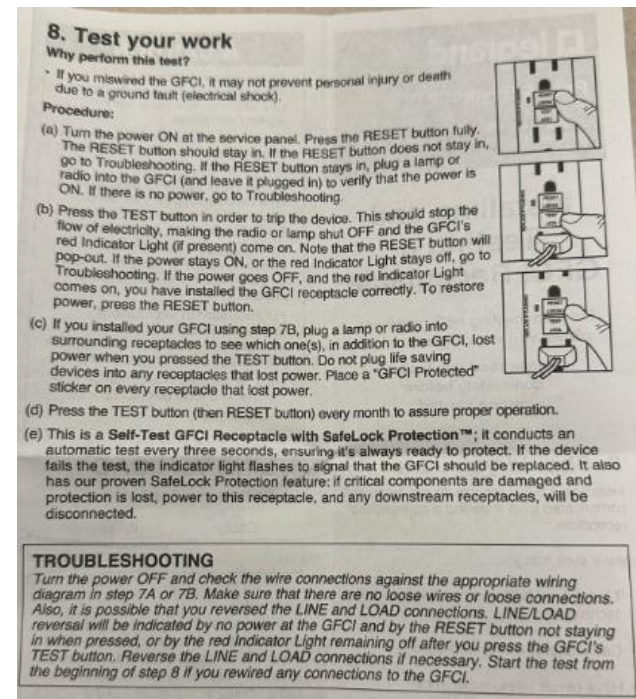
Image 1



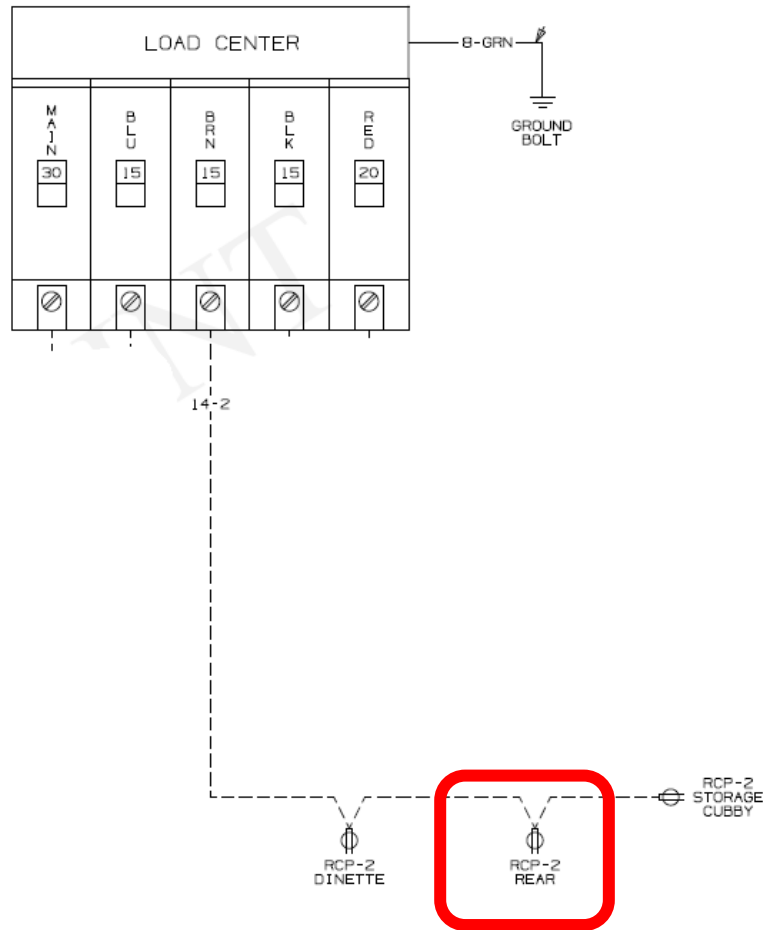
Image 2



Image 3



# Wiring Diagram -



RCP-2 Rear on the BRN circuit is what is the location that is being updated to GFCI.



## 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.



## IMPORTANT SAFETY RECALL

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