



IMPORTANT SAFETY RECALL

** RECALL NOTICE **

NHTSA Safety Recall 24V-613

Transport Canada Recall 2024-475

TO: Winnebago Motorhome Dealers

SUBJECT: Campaign # 187 – Front Dash Camera Wiring

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:

2023 – 2025 Vista, Sunstar, and Adventurer Motorhomes

These motor homes were manufactured **April 19, 2023**, through **August 6, 2024**. Our records indicate that you have purchased a vehicle with the serial number which appears above.

Incorrect wire routing may cause potential damage to the forward-facing camera wiring. If the camera becomes inoperable, features such as active brake assist, lane keep assist, and auto high beams may become disabled, increasing 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.



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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.

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.

Operation Number	Dealer Number	Parts Kit	Time Allowance
24870101	7938	RC7938-25-787	3 Hours

Thank you for your cooperation.

Winnebago Motorhomes
Forest City, Iowa 50436
Enclosures

E&F Series Front Dash Camera Rework:

Parts Kit Required - RC7938-25-787 DASH CAM REWORK

1. Screws 000G39-10-10T (2)
2. P Clamps – 010497-10-000 (2)
3. 2" Floor Grommet – 023942-01-000 (1)
4. 1.5" Sheet Metal Grommet – 088756-01-000 (1)
5. Screw covers – 093249-02-000 (9)



Tools and Supplies required-

1. Screw gun with #2 Philips bit and magnetic shank extension.
2. Drill with 1.5" and 2" hole saw or step bit that goes up to 2".
3. Torque wrench capable of 4.8 to 7.7 ft lbs with a 7mm and 10mm socket.
4. Mannis in caulk gun
5. Pry tool
6. Digital angle gauge



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.

Step 1 – Rework Prep

1. Wake up the chassis and make note of any dash warnings present.
2. Turn off chassis and allow dash to go to sleep, this will take at least 30 seconds. At this point, do not wake up the chassis until all chassis wires are confirmed to be connected. See Image 1.
 - a. **If the chassis is woken up, chassis faults may occur that may require a Ford service center to clear. This cost is not covered under this recall.**
3. Open the front hood to access the engine bay.
4. Remove the passenger dash table by removing the 6 mounting screws going into the dash. See Image 2.

Image 1



Image 2



Step 2 – Disassemble Dash

1. Remove both A pillar abs covers which have 5 screws each, and the dash pod which has 3 screws and adhesive to Dash Bezel. See Images 1 and 2.
 - a. Note: The dash bezel does not require removal if the adhesive bond can be broken without damage.
2. Remove the top section of the camera bezel by removing the 4 fir tree retainers. See Image 3 yellow arrows.
3. Remove the bottom section of the camera bezel. This can be done by removing the 4 screws in the mounting brackets, and the screw in the hat retainer. See Image 3 red arrow and Image 4.

Image 1



Image 2

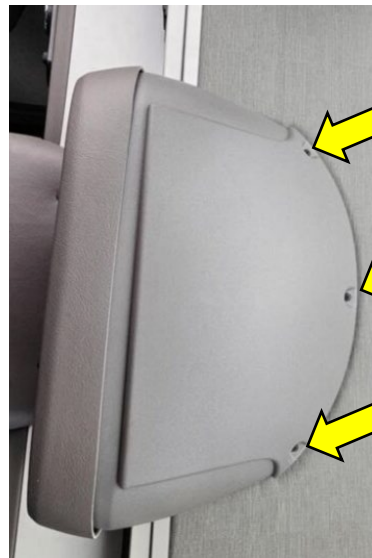


Image 3

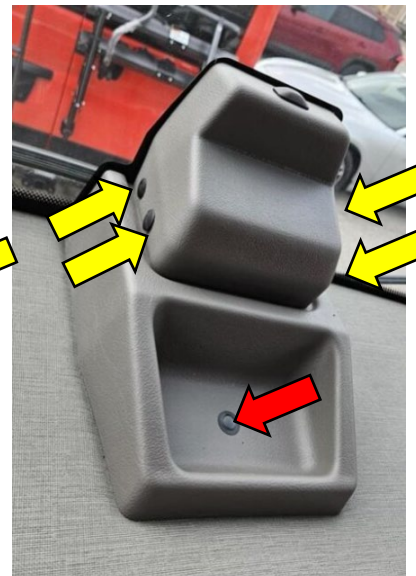
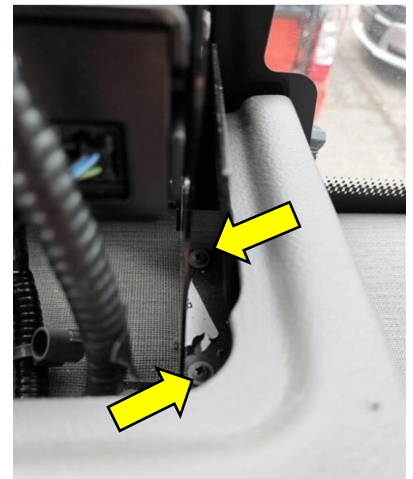


Image 4



Step 2 – Disassemble Dash (Cont.)

1. Disconnect the camera, light sensor, and camera defroster. These connections will be referred to as the Ford Dash connections/ Ford Dash cables.
2. Remove the 4 screws going from the camera mounting bracket through the dash panel and remove the entire assembly. Be careful to not pull off the adhesive mounting strips stuck to the windshield. See Image 1.
 - a. Take note of how the bracket is installed for reassembly.

Image 1



Step 3 - Access The Firewall.

1. Remove the screws securing the 4 dash panel air vents to the dash panel. See Image 1.
2. With all other components removed, the last item securing the dash panel will be adhesive between the metal trim on the rear edge of the dash panel. A pry tool may be necessary for removal but be careful to not damage the dash/dash panel or the metal trim. See Image 2.
3. Once the dash panel is propped up, remove the screws from the indicated sheet metal panel. This panel is also secured with adhesive and will need to be pried up similar to the dash panel. See Image 2 yellow arrow.

Image 1



Image 2



Step 3 - Access The Firewall(Cont).

1. Once both the dash panel and sheet metal panel are propped up, the firewall is now accessible. See Image 1.
2. Carefully pull the Ford dash cables out from underneath the dash panel to back behind the firewall.
3. Once the Ford dash cables are in place, temporarily lay the dash panel back down into its installed position.
4. About 2- 3" forward from the existing hole(red arrow) in the dash panel, use the 2" hole saw to cut a new hole(blue arrow) through the dash panel and the fiberglass and sheet metal below. Be careful not to cause excess damage to the dash pad vinyl. See Image 2.
5. Install the 2" floor grommet into the new hole in the dash panel.

Image 1

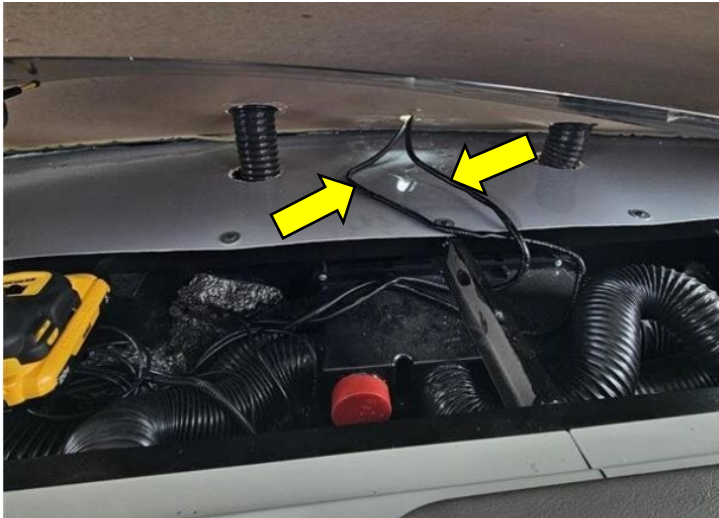


Image 2



Step 4 – Route Wires And Secure

1. Prop the dash panel back up to regain access the firewall.
2. Locate the existing hole in the firewall that has been sealed in production. See Image 1 yellow arrow.
3. Using the 1.5" hole saw, cut a new hole(blue arrow) in the firewall 2.5" away from the existing hole(red arrow). Keep the hole close to the top of the firewall panel to avoid electrical components mounted in the engine bay. See Image 1 and 2.
4. Insert the 1.5" sheet metal grommet into the hole.
5. Push the Ford dash cables through the 1.5" grommet and into the engine bay. See Image 3.

Image 1

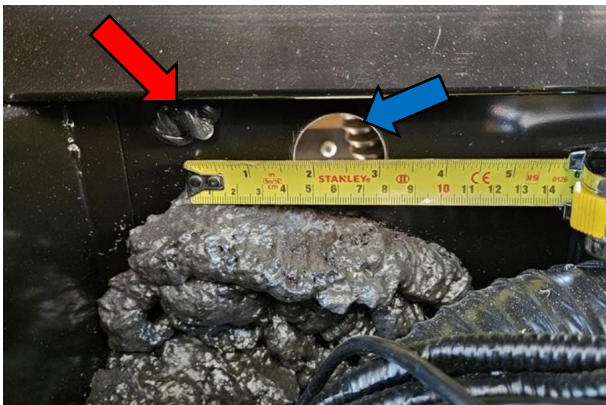


Image 2

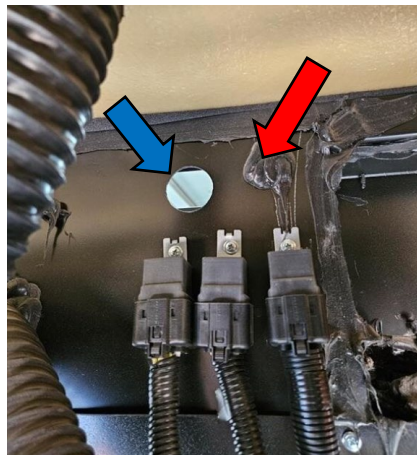


Image 3



Step 4 – Route Wires And Secure (Cont.)

1. In the engine bay, push the Ford dash cables up through the 2” grommet. Route the cables above the AC ductwork and take care to not tangle up the wires. See Image 1.
2. Inside the coach at the dash, pull through the Ford dash cables to ensure enough wire is available for connection and strain relief.
3. At the firewall inside the coach, pull through any excess of the Ford dash cables .
4. Secure the harness with a P clamp, screwing to the tube structure of the dash. See Image 2.
5. Seal the 1.5” grommet to prevent water intrusion. See Image 2.

Image 1

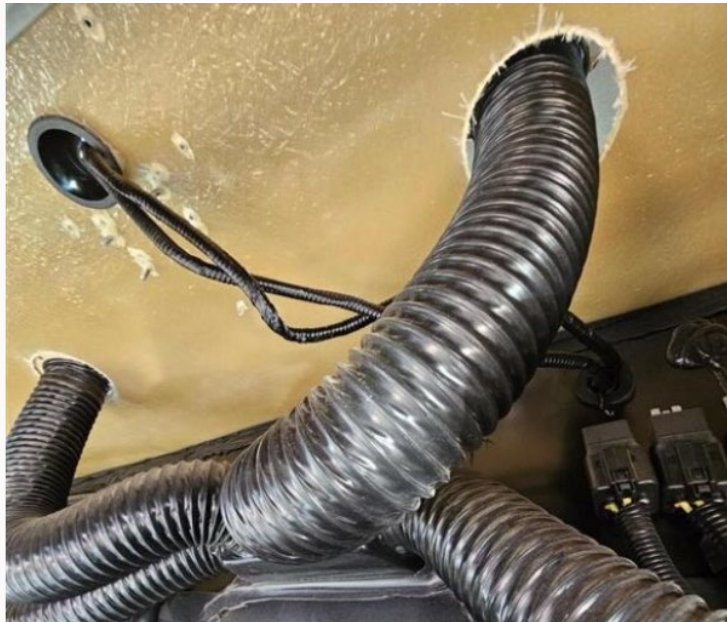


Image 2



Step 4 – Route Wires And Secure (Cont.)

1. Reinstall the sheet metal panel.
 1. Note: Three of the holes present in this panel are for the Dash pod.
2. Replace the dash panel.
3. Ensure the 2" grommet is still properly installed into the dash panel.
4. Reinstall the camera bracket.
 - a. If any of the Philips head machine screws/nuts need to be loosened for proper installation of bracket, retorque using a 10mm socket to **7.7 ft lbs.**
5. Once the bracket is screwed down, use a digital angle gauge to set the angle of the camera to **9 degrees**. This is done by loosening the adjustment bolt on the bracket with a 7mm socket. See Image 1 yellow arrow, once adjusted torque to **4.8 ft lbs.**
 - a. Note: ensure any existing angle that the coach is sitting at is considered. This can be done by zeroing the level on the ground outside of the unit.
6. Install a P clamp to the camera bracket to secure and provide strain relief to the Ford dash cables. See Image 2.

Image 1



Image 2



Step 5 – Reassemble

1. Reinstall the A pillars, dash pod, and move the workstation to its stowed position.
2. Reinstall the bottom and top sections of the camera bezel.
3. Reinstall the screws for the dash air vents.
4. In the engine bay, Install screw covers to the 9 screws coming through the fiberglass around the 2" grommet
 - a. When installing, push on partially and then twist to fully insert the screw tip into the cover. Lightly pull on the cover to ensure a secure attachment. See Image 1.
5. Seal the 2" grommet, once complete the front hood can be closed. See Image 1.

Image 1



Step 6 – Testing

1. Re-confirm the Ford Dash cables are all connected.
2. Drive the unit to confirm safety and convenience features such as Lane Departure Warning operate as intended.
3. If any dash codes related to the front camera are present, contact Winnebago Technical Service. Additionally, if any of the Ford Dash Cables have cuts or wear through the cable housing, or if their connectors are damaged, contact Winnebago Technical Service for repair solution.
4. If no dash warnings related to the front camera are present, the rework is complete. See Image 1 for example warning.

Image 1

