



## IMPORTANT SAFETY RECALL

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

**NHTSA Safety Recall 24V-824**

**Transport Canada 2024-664**

**TO: Winnebago Motorhome Dealers**

**SUBJECT: Campaign # 191 – Entrance Door Window May Detach**

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 – 2024 View / Navion Motorhomes

These motor homes were manufactured **March 2, 2019**, through **August 22, 2023**.

On certain View / Navion motorhomes equipped with Lippert Metallarte door assemblies there is potential that the door assembly was manufactured with incorrect window adhesion, causing the window to loosen or detach.

A window that detaches during transit can become a road hazard, increasing the risk of a crash.

#### **Owner Notification**

Owners will be notified of this campaign on their vehicles by Winnebago Motorhomes. **DO NOT DELIVER TO A CUSTOMER ANY SUBJECT UNIT UNTIL CORRECTIVE ACTION HAS BEEN TAKEN.**



## 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.

### 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. **Recall parts kit must be ordered through Winnebago Motorhomes.**

### 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
24911201	7948	RC7948-25-791	0.6 hours

Thank you for your cooperation.

---

Winnebago Motorhomes  
Forest City, Iowa 50436  
Enclosures



# Lippert Metallarte Entrance Door

**Classification**

Recall 191

**Model**

View/Navion

**Model Year**

2020-2024

**Disclaimer:** Read the entire instructions carefully before starting the procedure. If you have any questions, please contact the 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.

**Condition**

Certain View/Navion motorhomes equipped with Lippert Metallarte door assemblies may have been manufactured with incorrect window adhesion, which can lead to the loosening or detachment of the window.

**Correction**

To address the issue of potential window detachment in certain View/Navion motorhomes equipped with Lippert Metallarte door assemblies, the recommended fix is to add window clips to securely fasten the window in place.

TM

	Part Number	Description	Quantity
<b>Part Required</b>	RC7948-25-791	Recall #191 LCI WINDOW CLIPS	1

# Parts/Kit Image Reference

## Part/s Required – LCI WNDW CLIP KIT

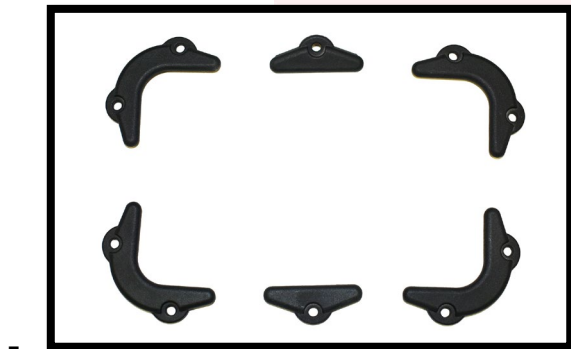
Kit Contains:

1. 6 Clips (2 Linear & 4 Angled)
2. 10 Threaded Inserts
3. 10 Painted Screws

## Shop Supplies

1. Drill with 5/32" Drill Bit and a 5/16" Drill Bit
2. Tape
3. Torque Screwdriver Capable of 4.4 in/lbs.

## Part/s Required



1.



2.



3.

# Steps & Procedures

## Step 1 – Drill Pre-Holes for Corner Piece Installation

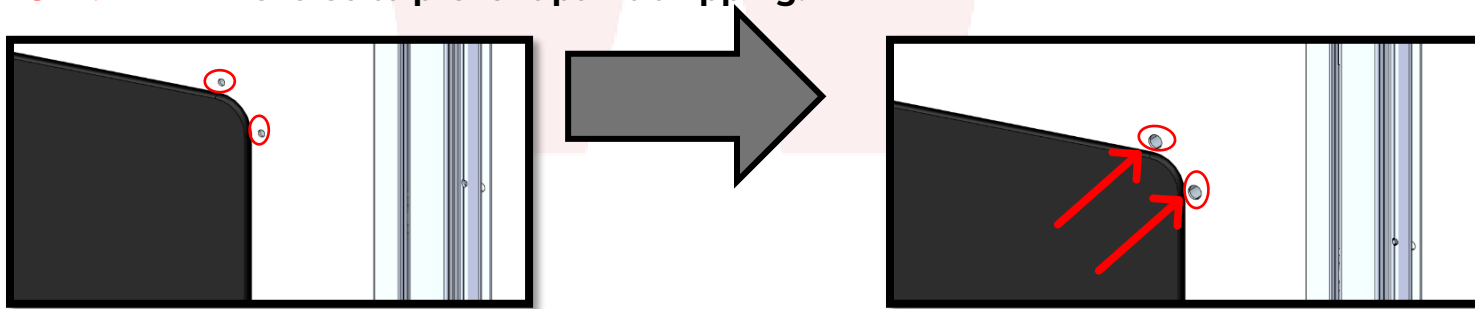
Objective: Drill 4mm pre-holes and enlarge them to 8mm, with a maximum depth of 13mm at each corner piece.

1. Place the corner piece against the window and drill pre-holes with a 5/32" (4 mm) diameter drill bit. The depth of the hole should not exceed 0.50 inch (13 mm). (See Page 4 for More Information)



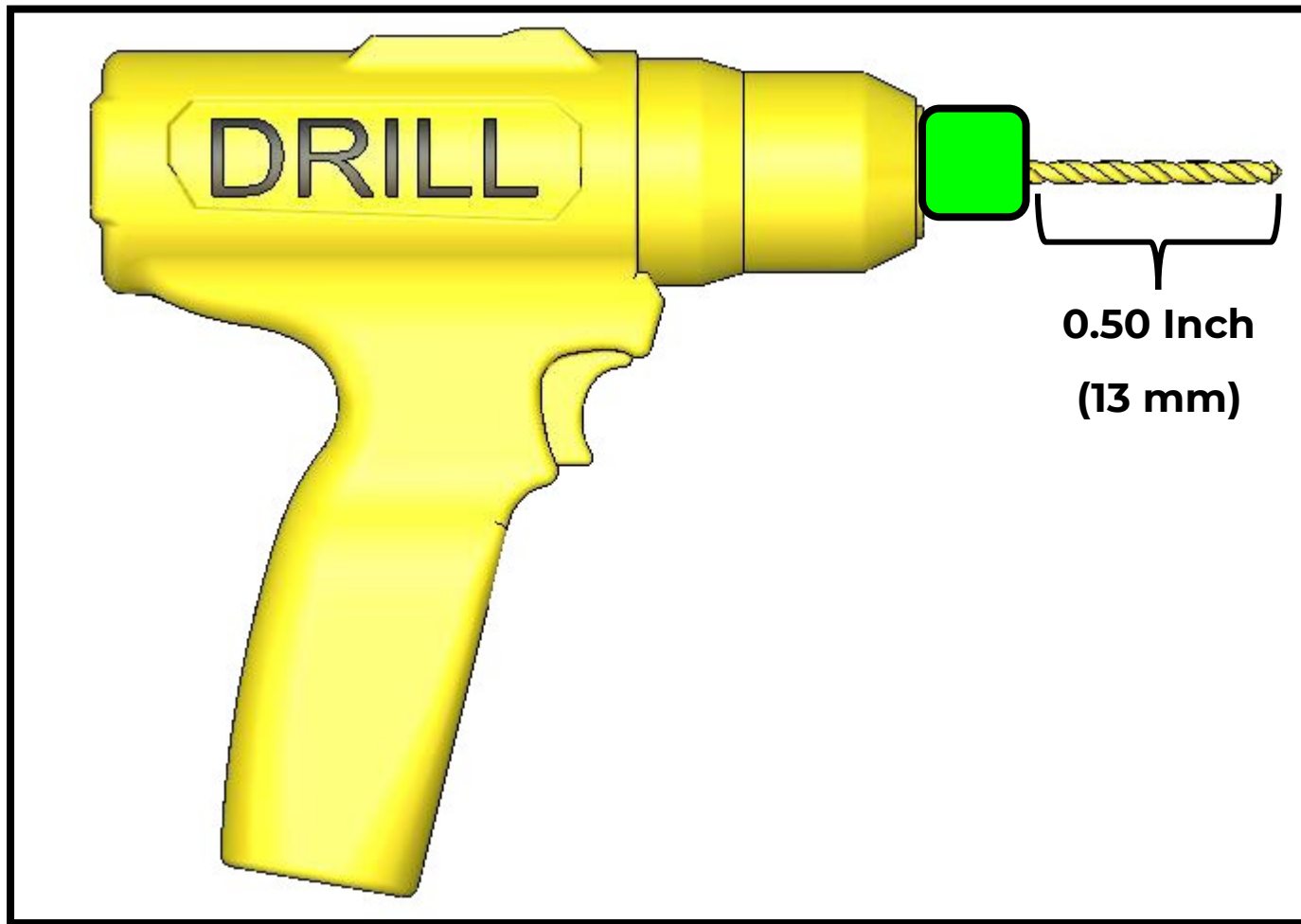
2. Increase the diameter from 5/32 to 5/16", drilling with 5/16" (8 mm) drill bit. The depth of the hole should not exceed 0.50 inch (13mm).

**NOTE: Drill in Reverse to prevent paint chipping.**



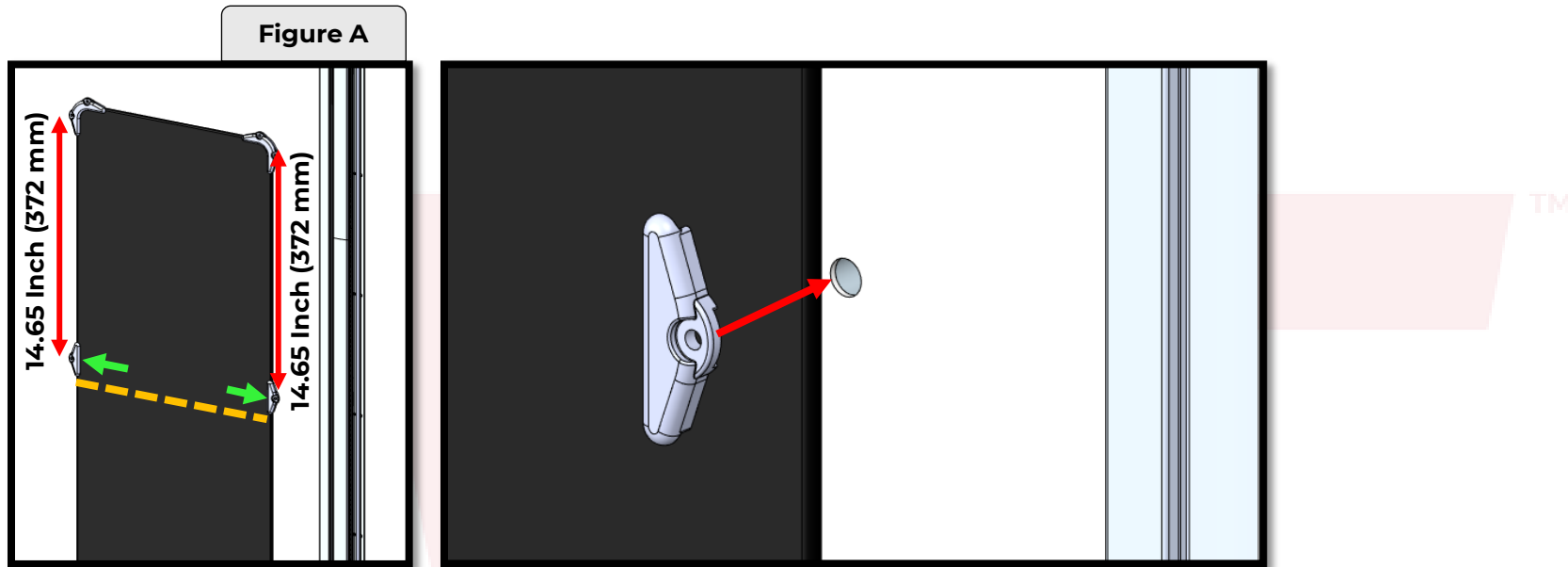
3. Do the same for all angles.

**ATTENTION:** Wrap some tape at 0.50 inch (13 mm) on the drill bits. This will guide you to make the hole the correct depth. (See the Figure Below: Green colored box for Tape Location Reference)



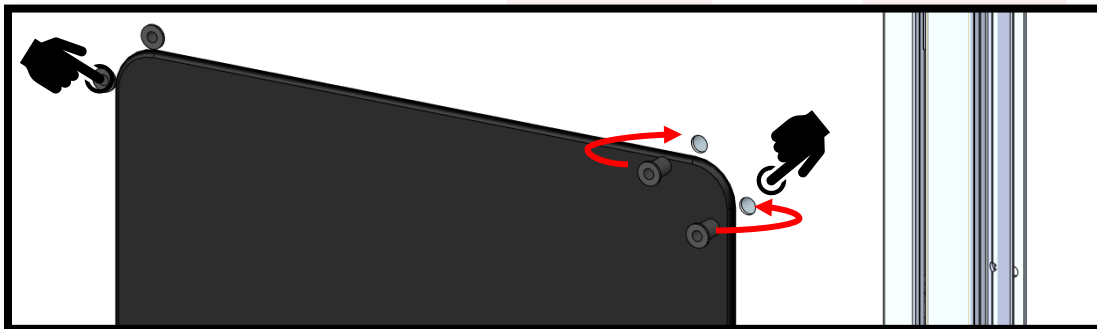
## Step 2 – Install Linear Clips

Objective: Repeat the procedure in Step 1 for the two linear clips. Position the two linear clips along the window's centerline (See Figure A -Green arrows), pre-drill 5/32", enlarge the hole to 5/16".



## Step 3 – Install Linear Clips

Objective: Push the threaded inserts into the holes.



## Step 4 – Secure Clips with Screws

Objective: Position the clips over the threaded inserts and tighten the screws to a torque of 4.4 inch/lbs. (0.5 Nm.)

1. Place the clips over the threaded inserts and tighten the screws with a torque screwdriver. (See Figure A)

**CAUTION:** Observe the tightening torque of 4.4 inches/lbs. (0.5 Nm.) (See Figure B)

Figure A

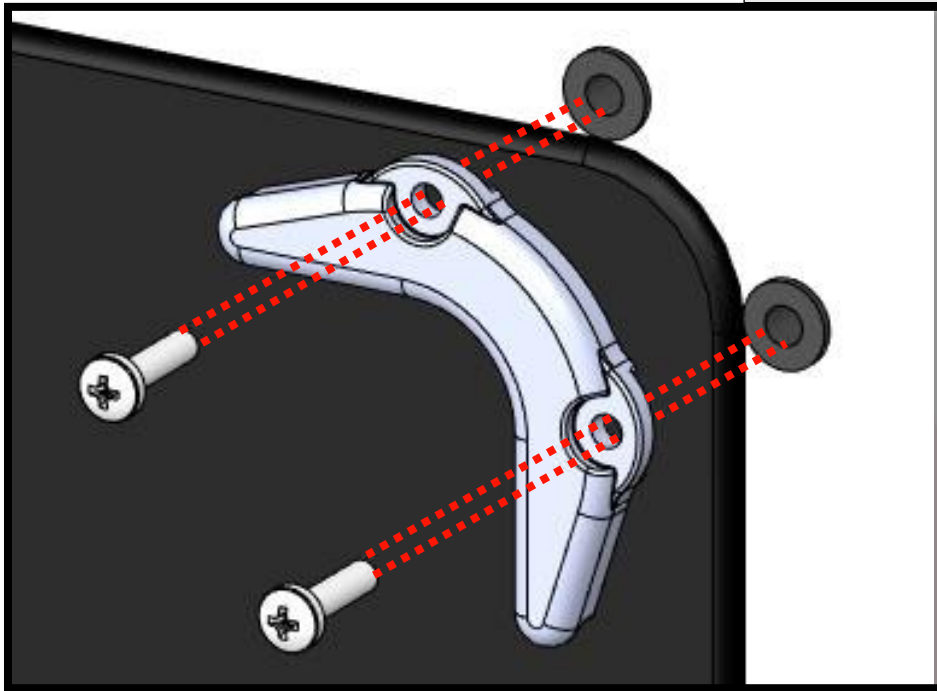


Figure B

