



IMPORTANT SAFETY RECALL

** RECALL NOTICE **

NHTSA Safety Recall 24V-826

Transport Canada 2024-667

TO: Winnebago Motorhome Dealers

SUBJECT: Campaign # 192 – Hood Mounting Bracket(s)

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. 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:

2014 - 2018 Winnebago Sightseer
2015 - 2025 Winnebago Adventurer
2016 - 2017 Winnebago Forza
2015 - 2024 Winnebago Commercial
Vehicle
2016 - 2025 Winnebago Vista

2016 - 2017 Itasca Solei
2014 - 2018 Itasca Sunova
2015 - 2018 Itasca Suncruiser
2016 - 2018 Itasca Sunstar
2018 - 2025 Winnebago Sunstar

These motor homes were manufactured **January 21, 2014**, through **October 10, 2024**. Our records indicate that you have purchased a vehicle with the serial number which appears above.

On certain Winnebago vehicles, the adhesive application may have been done incorrectly on the hood mounting bracket(s). The hood mounting bracket(s) adhesive could potentially fail over time, resulting in the bracket separating from the vehicle.

A detached bracket can become a road hazard, increasing the risk of a crash or injury.

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.**



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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:

There are three different remedies, depending on the impacted unit. 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.

Remedy A Only

Rivet Repair Only

Operation Number	Dealer Number	Parts Kit	Time Allowance
24921201	7943	RC7943-25-792	1 hour

1-2 Brackets & Rivet Repair

Operation Number	Dealer Number	Parts Kit	Time Allowance
24921301	7943	RC7943-25-792	1.4 hours

3-4 Brackets & Rivet Repair

Operation Number	Dealer Number	Parts Kit	Time Allowance
24921401	7943	RC7943-25-792	1.7 hours

5-6 Brackets and Rivet Repair

Operation Number	Dealer Number	Parts Kit	Time Allowance
24921501	7943	RC7943-25-792	2 hours

7-8 Brackets and Rivet Repair

Operation Number	Dealer Number	Parts Kit	Time Allowance
24921601	7943	RC7943-25-792	2.3 hours

Please note:

Remedy A applies to 2023-2025 Winnebago Vista, Sunstar, and Adventurer Motorhomes and is available now.



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Remedy B applies to 2016 - 2018 Winnebago Sightseer, 2016 - 2018 Itasca Sunova, 2016-2022 Winnebago Vista, 2018 - 2022 Winnebago Sunstar, 2016 - 2022 Winnebago Adventurer, 2015 – 2018 Itasca Suncruiser, 2016 - 2025 Winnebago Forza, 2016 - 2017 Itasca Solei, and 2016 - 2021 Itasca Sunstar Motorhomes and is not available yet.

Remedy C applies to 2014 - 2015 Winnebago Sightseer, 2014 - 2015 Itasca Sunova, 2015 Winnebago Adventurer, 2015 - 2024 Winnebago Commercial Vehicles and is not available yet.

Thank you for your cooperation.

Winnebago Motorhomes
Forest City, Iowa 50436



E & F Series Hood Bracket

Classification

Recall

Model

Vista/Sunstar & Adventurer

Model Year

2023 & Newer

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. This document is confidential and is intended for dealer use only.

Condition

On certain Winnebago vehicles the adhesive application may have been done incorrectly on the hood mounting brackets. This hood bracket adhesive could potentially fail over time, resulting in the bracket separating from the vehicle.

Correction

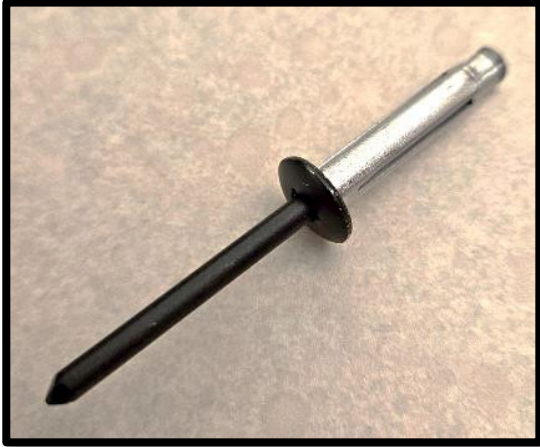
Install rivets into each defined critical bracket to add another form of retention.

Correction Description	Correction	Time
Rivet Repair Only	Rework	1.0
1-2 Brackets & Rivet Repair	Rework	1.4
3-4 Brackets & Rivet Repair	Rework	1.7
5-6 Brackets & Rivet Repair	Rework	2.0
7-8 Brackets & Rivet Repair	Rework	2.3

Part Number	Description	Quantity
Part Required RC7943-25-792	Recall # 192 - Hood bracket Rework Parts Kit (Rivets & Drill Guide)	
118626-01-01A	Rivet (Included with Kit)	10
361009-01-01B	Drill Guide (Included with Kit)	1
Item ID		
Special Tools		
Shop Supplies	Flashlight	
	Mirror	
	Rivet Gun	
	Drill with #7 or 13/64" Drill Bit	
	1/2 " Open End Wrench	

Parts Kit Image Reference

Rivet (118626-01-01A)



Drill Guide (361009-01-01B)



Steps & Procedures

Step 1 – Bracket Inspection

Objective: Ensure proper inspection of critical brackets for adhesion and structural integrity before proceeding with rework.

1. Open the front hood to gain appropriate access for inspection. The front hood can be opened via opening 2 locking twist latches.
2. Identify critical brackets that require inspection, see last page for instruction on identification.
3. Inspect the brackets.
 - a. Physically inspect each bracket for loss of adhesion by trying to wiggle the bracket. The adhered base of the bracket should firmly hold its position.
4. Identify next steps.
 - a. If any critical brackets are loose or missing, contact Winnebago Tech Service by email: techservice@wgo.net
 - b. If no issues are found with the adhesion of the critical brackets to the fiberglass, move onto Step 2 – Rework.

Please send Photo/s of the loose or missing bracket/s to Tech Service at techservice@wgo.net

The Subject Line must include the Recall Number and Your Unit Serial Number.

Step 2- Rework Bracket Attachment – (Optional) Removal of Front Hood

Objective: Remove the front hood if necessary for easier access to the critical brackets.

1. Remove the screw from the cable that attaches to the rear of the front hood. (See Figure 1- Yellow)
2. Remove the retaining clips (See Figure 2 – Yellow) from each side of the front hood to be able to remove the hood rod assembly from the mounting bracket. (See Figure 2 – Red). Once done, the whole front hood can be removed from the vehicle.

Figure 1

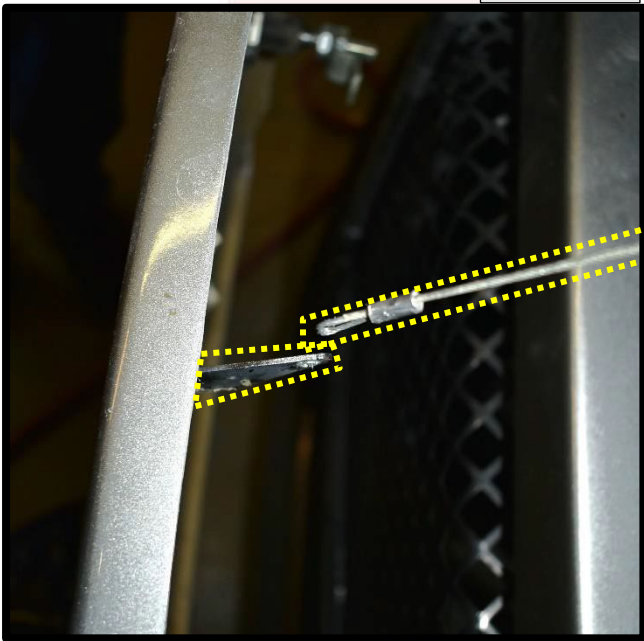
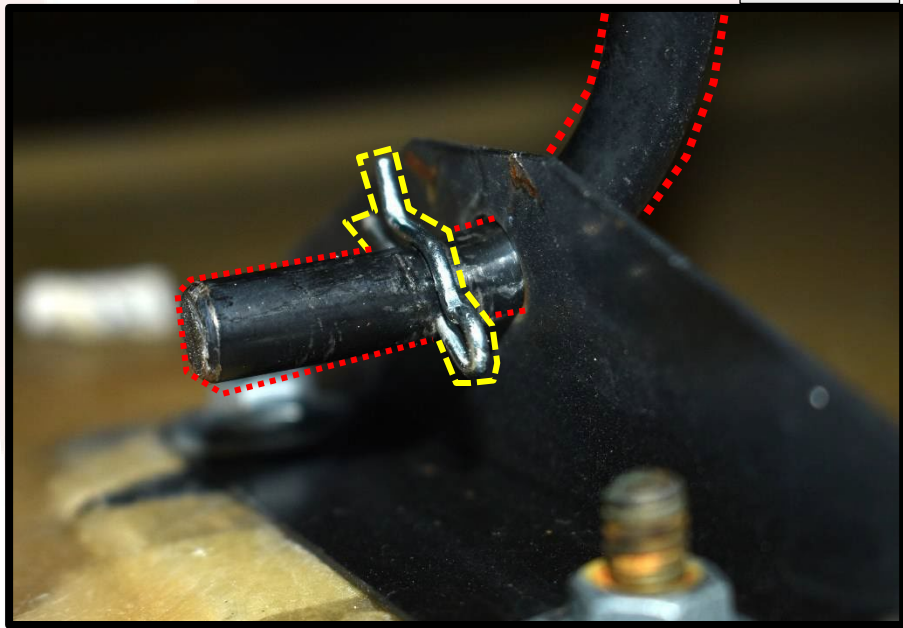


Figure 2



Step 3 – Rework Bracket Attachment - Continued

Objective: Ensure proper alignment and secure attachment of critical brackets to the fiberglass hood by drilling necessary holes.

1. Follow the steps below for **all 8** critical brackets.
2. See Figure 3. Ensure that all 8 critical brackets (yellow arrow) are as flush as possible with the fiberglass lip around the hood cutout (red arrow). Brackets may need to be bent to bring the two surfaces closer together.
 - a. When bending the brackets be careful not to apply excessive force to the fiberglass as it could crack.
3. Using a ½" wrench, remove the hood adjustment bolt and locking nut on the front side of the bracket from each of the 6 hood stop brackets. See Figure 4.
4. Using the provided drilling template, drill a hole through the fiberglass and bracket for each critical bracket.
 - a. Use the narrow edge with the notch for the hood latch brackets. See Figure 5.
 - b. Use the wide edge without the notch for the hood stop brackets. See Figure 6.
 - c. Align the edge of the tool with the trimmed edge of the fiberglass. See Figures 5 and 6 Yellow Lines
 - d. Align the sides of the tool with the sides of the bracket, the hole in the tool should line up with the center of the bracket. See Figures 5 and 6 - Blue Lines.

Figure 3

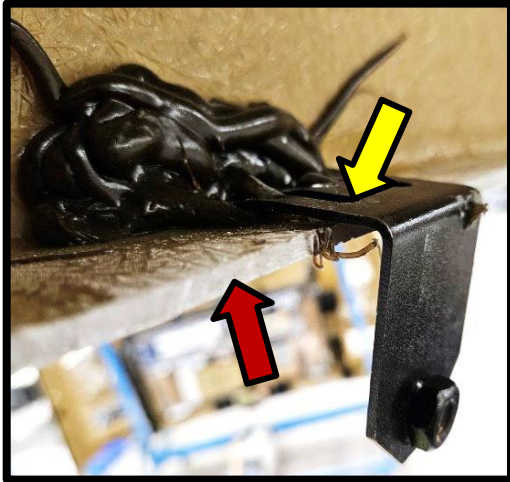


Figure 4

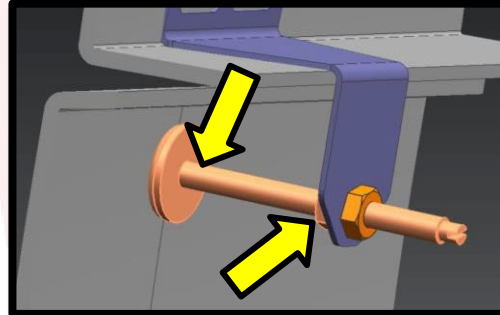


Figure 5

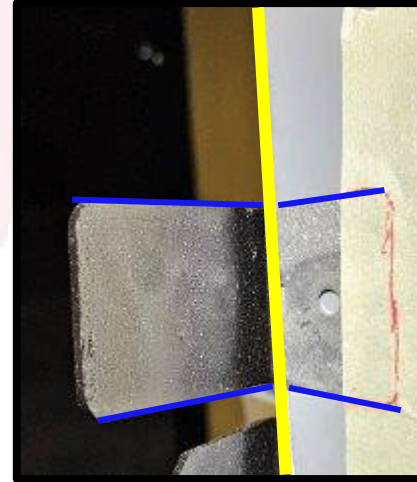
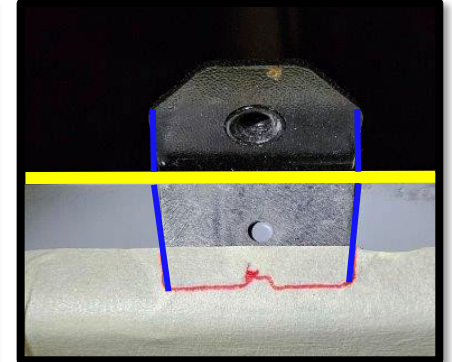


Figure 6



Step 3 – Rework Bracket Attachment Continued

Objective: Ensure proper installation of rivets for critical brackets and confirm hood alignment for secure attachment.

5. Note: Once the hole is drilled, check the backside to ensure the hole is roughly going through the center of the bracket, not through one of the existing slots in the bracket. If the rivet goes through the slot, its retention will be affected. See Figure 7 for proper rivet placement.
6. Install a rivet through the fiberglass and the bracket. This should leave the head of the rivet in the hood cutout.
 - a. Ensure the rivet is fully engaged and the mandrel is broken off. (See Figure 7 & 8)
7. Using a ½" wrench, reinstall the 6 hood adjustment bolts and locknuts. Adjust the hood stop bolts so that the hood sits flush with the front cap.
8. If either of the below is correct, the rework is complete.
 - a. No brackets were loose upon inspection, and all critical brackets have been riveted to the fiberglass.
 - b. Some brackets were loose or missing, so Winnebago Tech Service was contacted. After following their additional instruction all critical brackets are now adhered in place and riveted to the fiberglass.

Figure 7

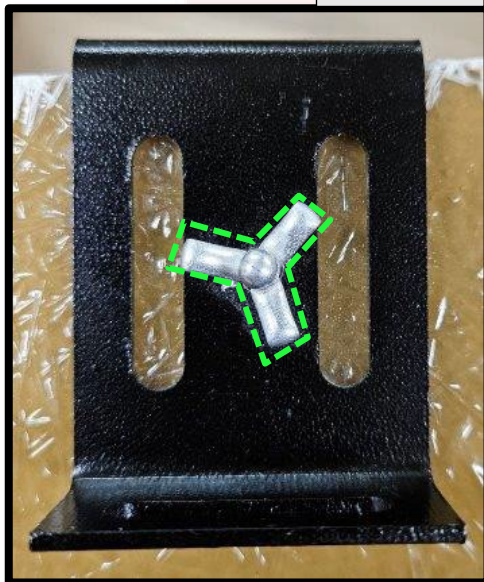
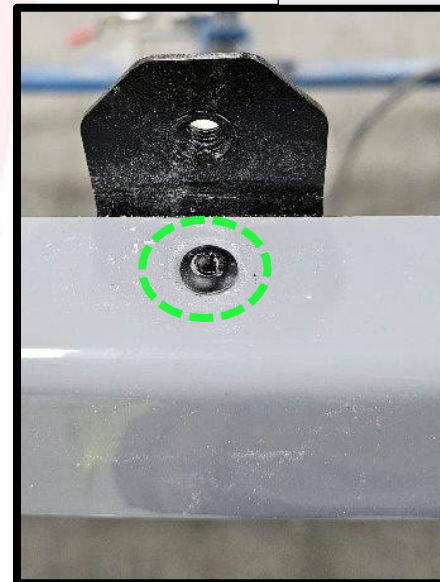


Figure 8



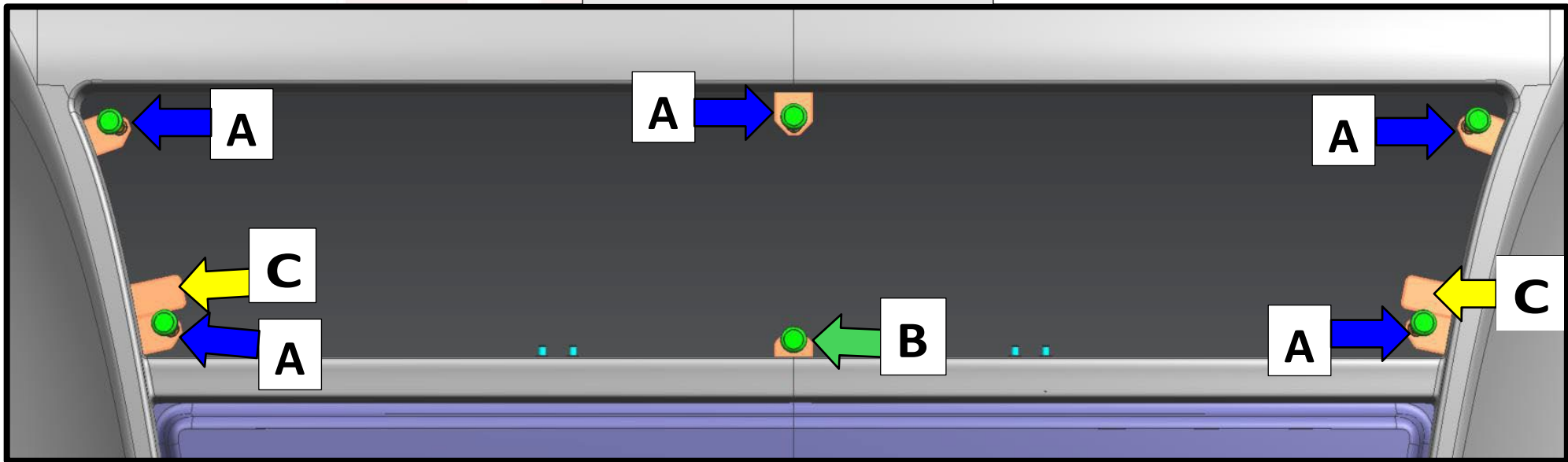
Critical Brackets – Model Year 2023 & Newer

Vista/Sunstar & Adventurer

There are 8 critical brackets on the edges of the front cap.

- Total of 5 long hood stop brackets, 2 on either side and 1 on the center on the top. (See Figure 9 - Blue Arrows "A")
- Total of 1 short hood stop bracket, in the center on the bottom. (See Figure 9 - Green Arrow "B")
- Total of 2 hood latch brackets, 1 on either side. (See Figure 9 - Yellow Arrow "C")

Figure 9 – Front Hood Opening



Documenting Adhesive Failures/Ordering Parts: Email to techservice@wgo.net

 Send	To	techservice@wgo.net
	Cc	
Subject		Recall Number Here - Serial Number Here (No Hyphenations)
		 No Label ▾

1. Dealership Name & Dealer Number
2. Address of Dealership
3. Repair Order Number
4. Photo/s * (Required)

Note: If you have any MISSING or LOOSE Bracket/s, remove the Brackets, and send a photo of the front end of the unit for Winnebago's Documentation.

SPECIFY IN THE EMAIL MESSAGE HOW MANY MISSING OR LOOSE BRACKETS YOU HAVE FOR THIS UNIT. IDENTIFY EACH MISSING BRACKET BY THE LETTER (A, B or C).

Note: Photos must be taken a few feet away from the Hood for Winnebago's visual inspection of the failed Bracket/s location/s.

(Reference the Example Photo for Bracket/s location/s)

Example Photo of All 8 Brackets Missing:

