



IMPORTANT SAFETY RECALL

**** RECALL NOTICE ****

NHTSA Safety Recall 24V-826

Transport Canada 2024-667

TO: Winnebago Motorhome Dealers

SUBJECT: Campaign # 197 – Remedy B 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 - 2019 Winnebago Sightseer	2016 - 2017 Itasca Solei
2015 - 2025 Winnebago Adventurer	2014 - 2019 Itasca Sunova
2016 - 2017 Winnebago Forza	2015 - 2018 Itasca Suncruiser
2015 - 2024 Winnebago Commercial Vehicle	2016 - 2018 Itasca Sunstar
2016 - 2025 Winnebago Vista	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.**



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.

Recall #192, #197 and #198 are all part of the same Hood Mounting Brackets Recall NHTSA Safety Recall 24V-826) issued initially as Winnebago Recall #192.

As remedy development occurred, distinct repairs were created, prompting a list of different labor operation numbers applicable to the entire Hood Mounting Brackets Recall.

See below for Model and Model Year identification for which Remedy and Labor Operation Repair is applicable to your affected vehicle(s):

Recall #192 Remedy A applies to 2023-2025 Winnebago Vista, Sunstar, Adventurer Motorhomes and **has been available.**

Recall #197 Remedy B applies to 2014 – 2015 Winnebago Sightseer, 2014 – 2015 Itasca Sunova, 2015 – 2018 Winnebago Adventurer, 2015 – 2018 Itasca Suncruiser, 2016 - 2017 Winnebago Forza, 2016 - 2017 Itasca Solei, and 2015 - 2024 Winnebago Commercial Vehicles and **is available now.**

Recall #198 Remedy C applies to 2016 - 2019 Winnebago Sightseer, 2016 – 2019 Itasca Sunova, 2019 – 2022 Winnebago Adventurer, 2016 - 2022 Winnebago Vista, 2016 - 2022 Winnebago Sunstar and **is not available yet.**

Thank you for your cooperation.

Winnebago Motorhomes
Forest City, Iowa 50436



Recall: 197		Remedy: B	
Labor Operation:	(B1) 2014 – 2015 Sightseer / Sunova / 2015 Adventurer / 2015 – 2024 Commercial Vehicle - Rivet Repair Only		
Operation Number	Dealer Number	Parts Kit Number	Time Allowance
24971201	WG-007947	RC7947-25-797	0.7 Hour
Labor Operation:	(B1) 2014 – 2015 Sightseer / Sunova / 2015 Adventurer / 2015 – 2024 Commercial Vehicle - 3 Bracket & Rivet Repair		
Operation Number	Dealer Number	Parts Kit Number	Time Allowance
24971301	WG-007947	RC7947-25-797	1 Hour
Labor Operation:	(B2) 2016 – 2018 Adventurer & 2015 – 2018 Suncruiser - Rivet Repair Only		
Operation Number	Dealer Number	Parts Kit Number	Time Allowance
24971401	WG-007949	RC7949-25-797	0.7 Hour
Labor Operation:	(B2) 2016 – 2018 Adventurer & 2015 – 2018 Suncruiser - Bracket A & Rivet Repair		
Operation Number	Dealer Number	Parts Kit Number	Time Allowance
24971501	WG-007949	RC7949-25-797	1.2 Hour
Labor Operation:	(B2) 2016 – 2018 Adventurer & 2015 – 2018 Suncruiser - Bracket A / B & Rivet Repair		
Operation Number	Dealer Number	Parts Kit Number	Time Allowance
24971601	WG-007949	RC7949-25-797	1.7 Hour
Labor Operation:	(B2) 2016 – 2018 Adventurer & 2015 – 2018 Suncruiser - Bracket C & Rivet Repair		
Operation Number	Dealer Number	Parts Kit Number	Time Allowance
24971701	WG-007949	RC7949-25-797	1 Hour
Labor Operation:	(B2) 2016 – 2018 Adventurer & 2015 – 2018 Suncruiser - Bracket A / B / C & Rivet Repair		
Operation Number	Dealer Number	Parts Kit Number	Time Allowance
24971801	WG-007949	RC7949-25-797	2 Hours
Labor Operation:	(B3) 2016- 2017 Forza / Solei - Rivet & Bracket Repair		
Operation Number	Dealer Number	Parts Kit Number	Time Allowance
24971101	WG-007950	RC7950-25-797	1 hour

NOTE: The Labor Operation needed will depend on what repair the vehicle needs.

Group **B1** has **2** different labor operations to choose from. Group **B2** has **5** different labor operations to choose from. Group **B3** has only **1** labor operation to select.

Ensure to ONLY Select ONE Labor Operation Number Per Vehicle Repaired.

 Hood Mounting Brackets	
Classification	
Recall 197 – Remedy B	
Model & Model Year	Model Year
Sightseer/Sunova	2014-2015
Adventurer	2015
Customized/Commercial Vehicle	2015-2024
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 . 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 2 bolts and 2 nuts on the upper critical brackets and 2 rivets and 2 washers into both passenger and driver side connection points between the bracket and the fiberglass front cap.

	Part Number	Description	Quantity
Part Required	RC7947-25-797	RECALL #197 HOOD BRKT REM-B1	

Parts/Kit Image Reference

Part/s Required – RECALL #197 HOOD BRKT REM-B1

Kit Contains:

1. 1/4" Bolt - 000C26-04-14B - (2)
2. 1/4" Nyloc Nut – 000D29-04-00B - (2)
3. 1" Washer– 077071-01-000 (2)
4. Rivet – 118626-02-02A (2)
5. Rivet Guide – 361328-01-01B (1)

Part/s Required



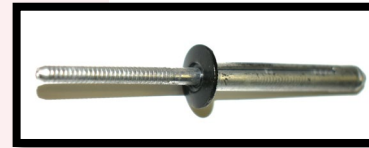
1.



2.



3.



4.



5.

Shop Supplies

1. Flashlight
2. Drill with 1/4" and 13/64" Drill Bit
3. Torque Wrench Capable of 76 in/lbs.
4. 7/16 Deep Well Socket
5. 3/8 Backer Wrench
6. Rivet Gun
7. Tape
8. Hand Chisel

Steps & Procedures

Step 1 – Inspect the Existing Brackets & Adhesive on Brackets

Objective: Open the front hood and inspect brackets for proper adhesion and stability.

1. Open the front hood to gain access for inspection. The front hood can be opened by pulling the paddle located in the center under the lower edge. (See Figure 1 - Red Dashes.)
2. Identify the critical brackets that require inspection; refer to page 7 for identification instructions.
3. Inspect the brackets.
 - Assess the adhesion of the brackets.
 - Physically check each bracket for signs of loss of adhesion by attempting to wiggle it. The adhered connection points should firmly hold their position.
4. Determine the next steps.
 - a. If any critical brackets are loose or missing, contact Winnebago Technical Service at [1-866-653-4329](tel:1-866-653-4329) or by email: techservice@wgo.net (See the last page of these instructions for directions on how to send Winnebago the necessary information)
 - b. If no issues are found during the inspection, move onto Step 2 – Add Additional Retention.

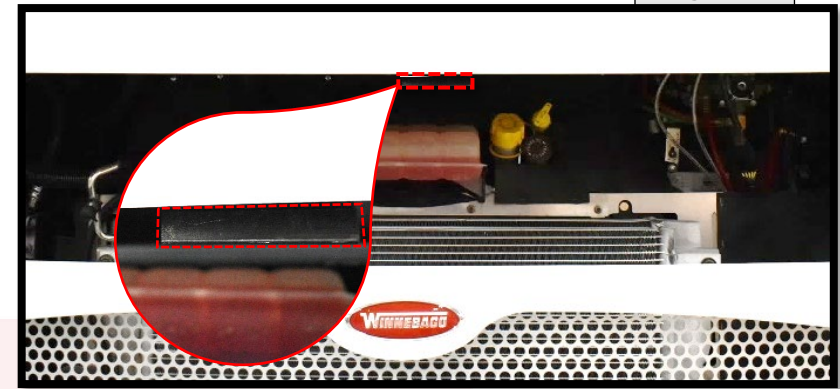


Figure 1

Step 2 – Add Additional Retention

Objective: Replace One of the upper self-tapping screws of the upper brackets with a bolt for additional retention, ensuring proper installation and torque on both driver and passenger sides.

1. For additional retention, add a bolt at the top of the bracket to replace one of the self-tapping screws in the uppermost mounting location of the bracket (See Figure 2 - White Arrow).
 - a. Remove the outer self-tapping screw.
 - b. Take a 1/4" drill bit and drill out the hole into both brackets where the screw was removed.
 - c. Reach around the bracket and install the supplied bolt down into the newly resized hole.
 - d. Install the Nyloc nut supplied.
 - e. Using a 3/8" backer wrench and torque wrench with a 7/16" deep well socket, torque to 76 In-Lbs. (See Figure 3)
2. Complete the instruction above for both the driver and passenger side. Reference Image 4 and 5 to see bolts properly installed.

Figure 2 – Passenger Side

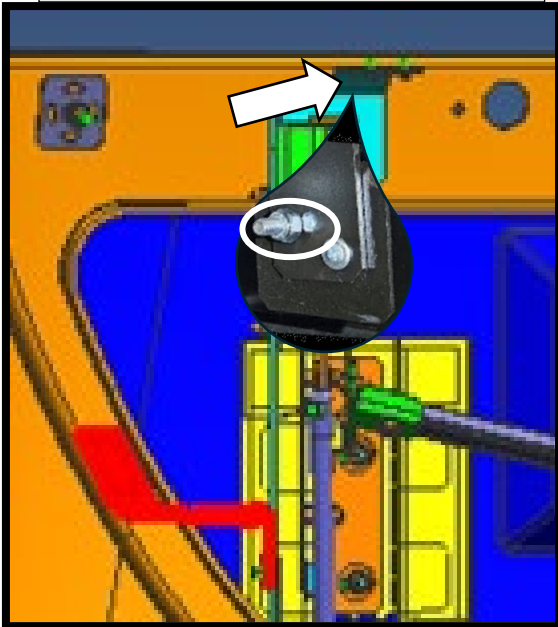


Figure 3 Passenger Side

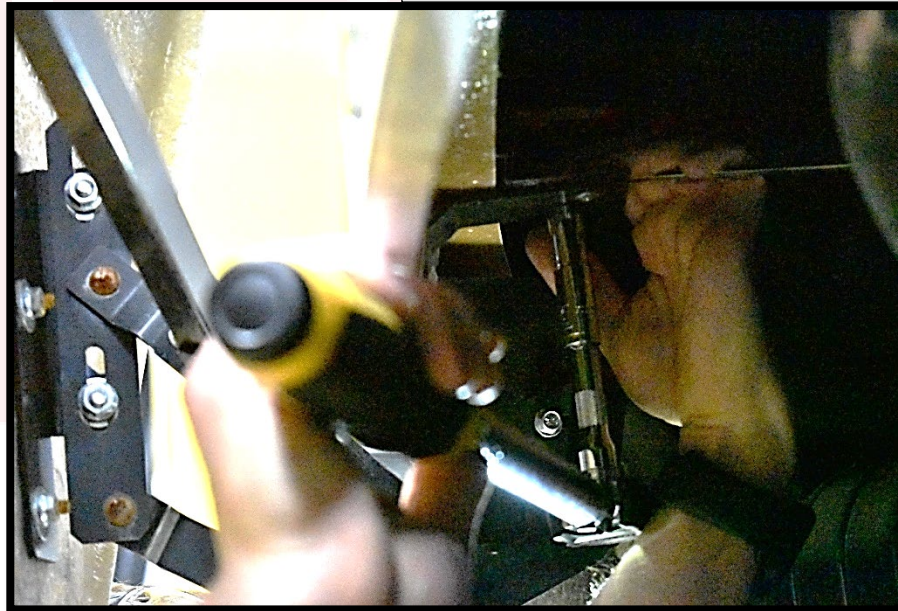


Figure 4 Driver Side

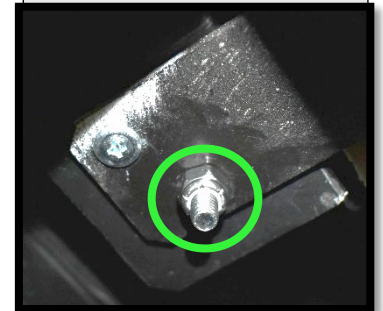
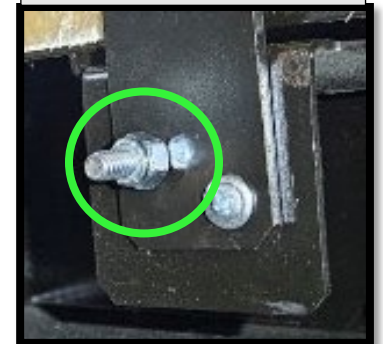


Figure 5 Passenger



Step 2 – Add Additional Retention (Continued)

Objective: Secure Brackets to Fiberglass Front Cap

1. Locate the connection point between the side-arm bracket and the fiberglass front cap, as identified in Figure 6 (Yellow Circle) for both the Passenger and Driver's side-arm bracket.
2. Using the rivet guide, mark the position of the hole on the front face of the fiberglass.
 - Ensure the rivet guide is aligned evenly with the fiberglass surface and that the lower end of the guide sits flush on the side-arm bracket. (See Figure 7 – Blue and Green Dashed Arrows)
3. Before proceeding with drilling the hole, ensure that a 1-inch diameter area on the back side of the bracket where the hole will be drilled through, is clear of any preexisting plexus.
 - This will allow for the proper installation of the washer, ensuring it fits flushed against the surface of the backside of the bracket.
4. Using a 13/64" drill bit, drill a hole through both the fiberglass and the bracket.

NOTE: Do not drill from the backside of the fiberglass, as this may cause the finished surface to chip.

Figure 6 – Passenger Side Interior View

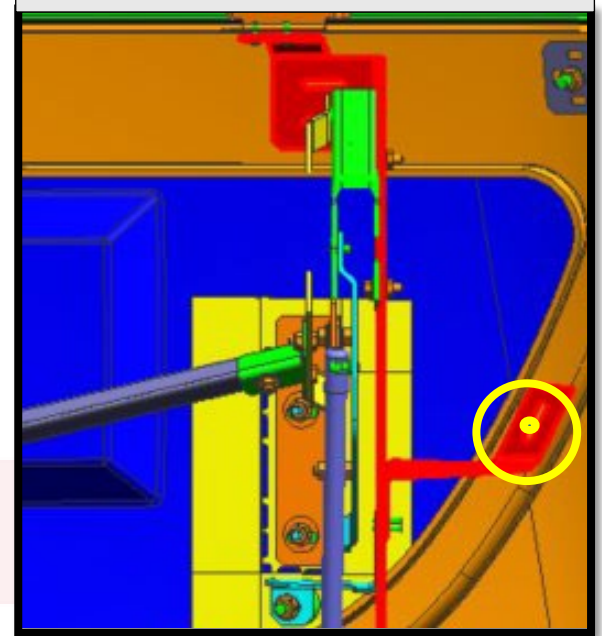
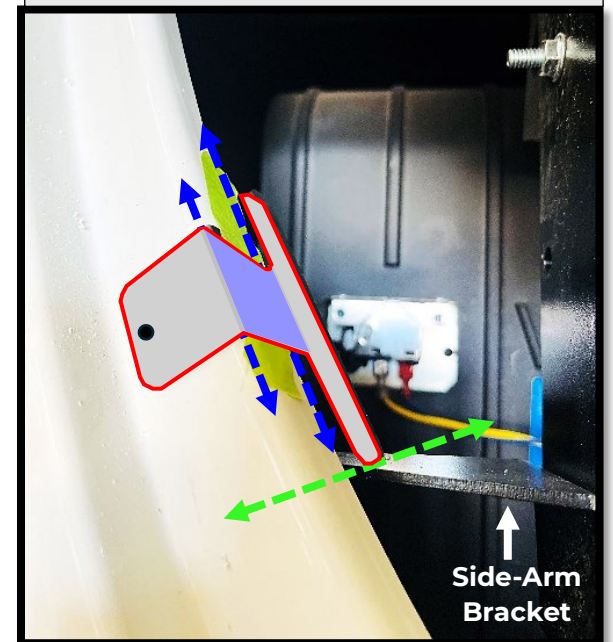


Figure 7 – Passenger Side Exterior View



5. Insert the supplied rivet into the new hole. Place a washer on the backside of the rivet.
 - Tape may be necessary to hold the washer in place.
6. Install the rivet (See Figure 8 – Red Dashes).
 - a. Ensure that the rivet and washer securely hold the bracket (See Figure 9 – Green Dashes).
 - b. Verify that the mandrel of the rivet breaks off properly, ensuring no part of it protrudes and poses a potential scratching or poking hazard. Use side cutters to trim off any excess mandrel if necessary.
7. If all critical bracket connection points have either passed inspection or have been reworked, and the supplied bolts and rivets have been properly installed, the rework is complete.

Figure 8 – Driver Side

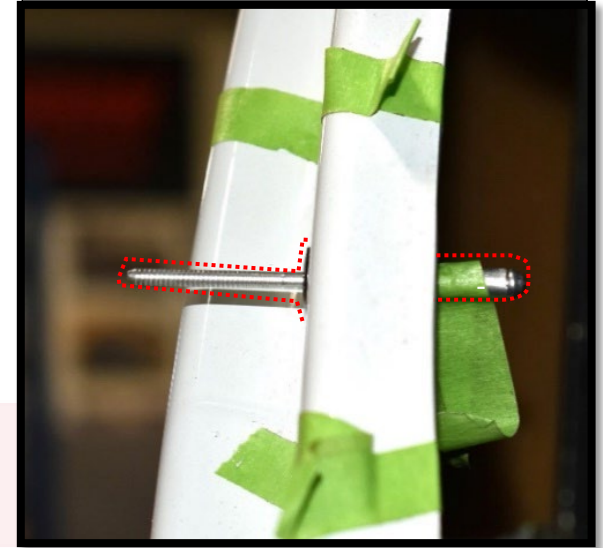
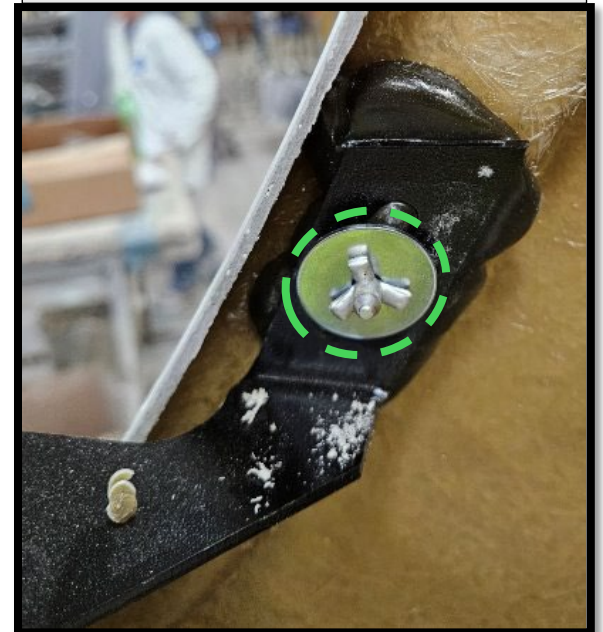
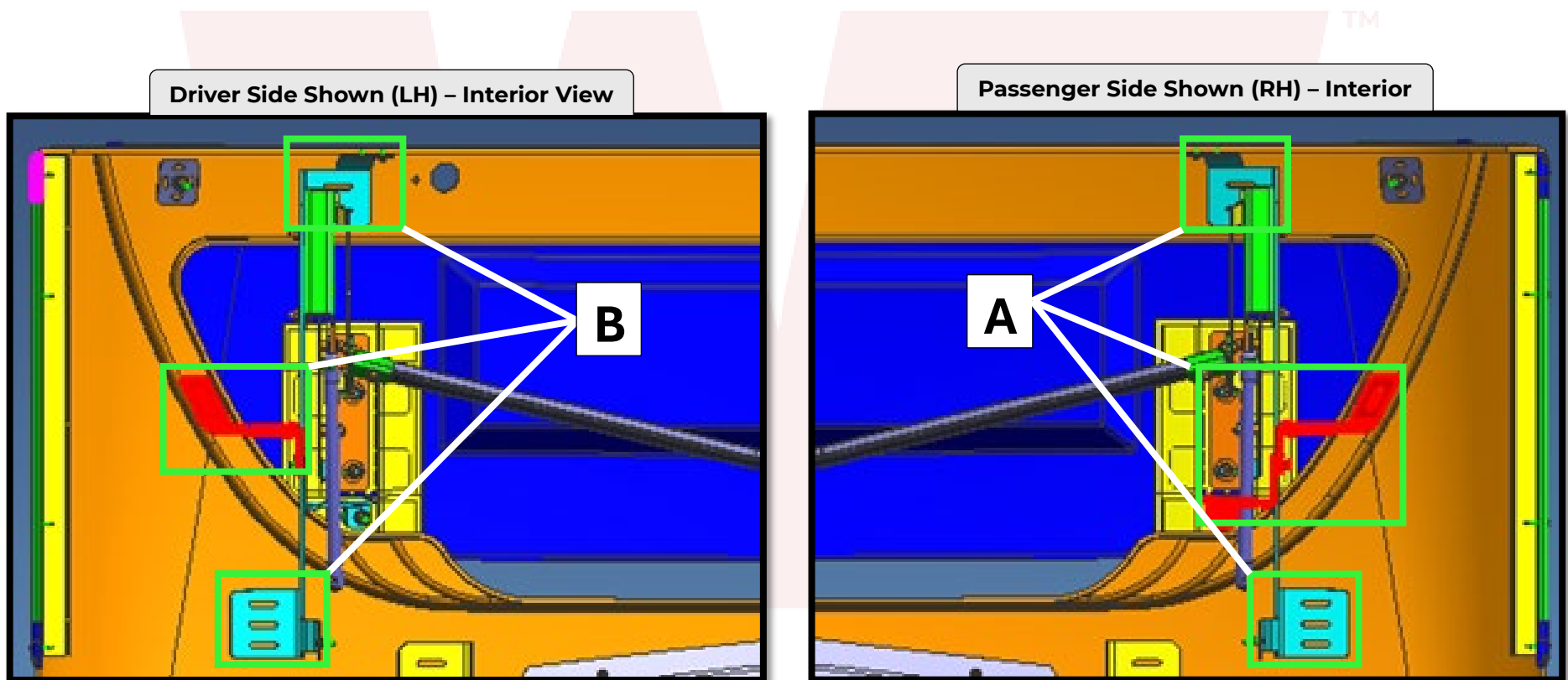


Figure 9 – Passenger Side



Critical Brackets Reference

1. There are two critical brackets on the front cap. (Both are considered Singular Hood Bracket Support Assemblies)
 - A total of two hood bracket support assemblies are present (Driver (B) & Passenger Side (A), with one located on each side.
 - Each assembly has three different connection points, as indicated by the 3 green squares in the image below.
 - The lowest connection point on both passenger and driver side will only require plexus for re-adhesion if loose. It will NOT require rivets nor washers like the side-arm brackets that are highlighted red on the images below.



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

Important Notes:

- If there are any missing or loose brackets, please identify which ones they are in the email. If you have any loose brackets, please remove these brackets and take a photograph of the front end of your vehicle. This is essential for Winnebago's documentation process.
- When capturing the photographs, please take close-up images of the failed bracket locations to ensure a detailed visual inspection.
- In your email correspondence, specify the total number of missing or loose brackets on your vehicle. Additionally, identify each missing bracket by its designated letter, and by either passenger or driver side. Refer to the enclosed letter/bracket location guide for assistance: Page 6

See below for email correspondence instructions:


Send

To techservice@wgo.net

Cc

Subject Recall Number Here - Serial Number Here (No Hyphenations)  No Label

1. **Dealership Name and Dealer Number ***: (Clearly state the name of the dealership along with the corresponding dealer identification number)
2. **Address of Dealership ***: (Include the complete address for the dealership, ensuring accuracy for effective communication)
3. **Repair Order Number ***: (Specify the relevant repair order number associated with your vehicle's service)
4. **Loose/Missing Bracket(s) Specification ***: Specify which Bracket(s) are loose/missing by referencing the Location Letter(s).
5. **Photograph(s) ***: (Attach at least one photograph (More may be necessary) that clearly shows the affected area.
Note: Photographs are a highly required component of this submission)

For reference regarding the location of bracket(s) please see the **Critical Bracket Reference** Page of the Work Instructions.



Hood Mounting Brackets

Classification

Recall 197 – Remedy B

Model	Model Year
Adventurer	2016 - 2018
Suncruiser	2015 - 2018

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

Certain Winnebago vehicles require inspection and potential rework of improperly applied adhesive on hood mounting brackets to prevent future separation and ensure structural integrity.

	Part Number	Description	Quantity
Part Required	RC7949-25-797	RECALL #197 HOOD BRKT REM-B2	1

Parts/Kit Image Reference

Part/s Required – RECALL #197 HOOD BRKT REM-B2

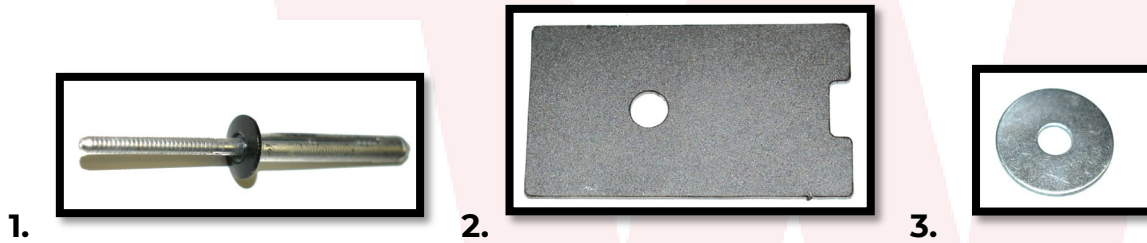
Kit Contains:

1. Rivet – 118626-02-02A (8)
2. Rivet Guide – 361329-01-01B (1)
3. 1" Washer – 077071-01-000 (1)

Shop Supplies

1. Flashlight
2. Mirror
3. Rivet Gun
4. Drill with 13/64" Drill Bit
5. 1/2", 3/8" and 7/16" Wrenches
6. Torque Wrench Capable of 57.3 in-lbs.

Part/s Required



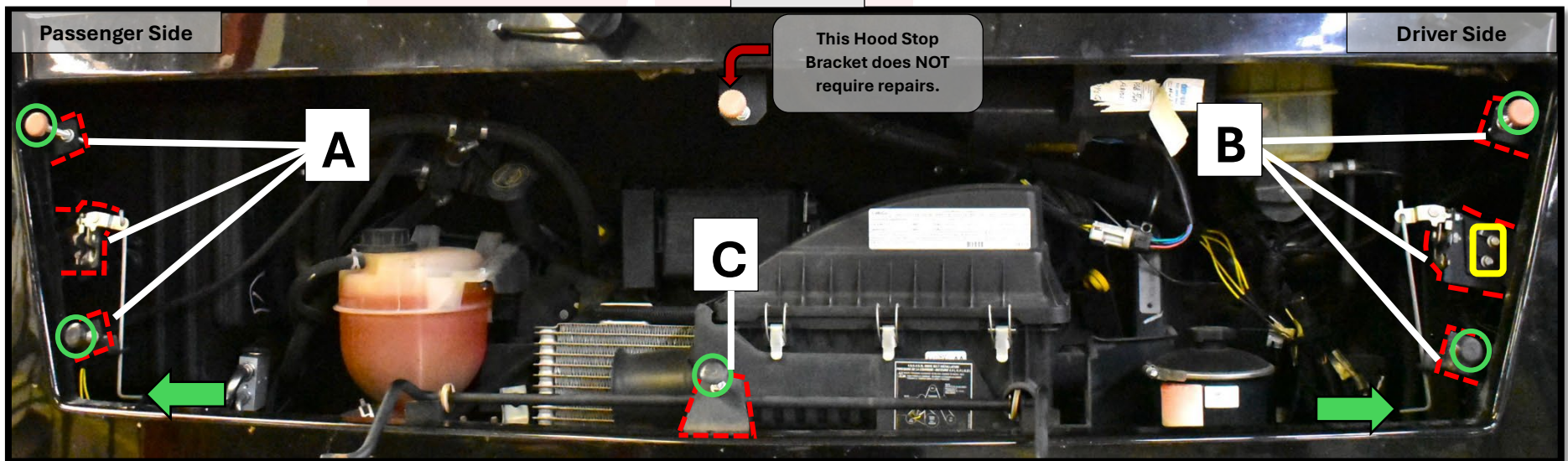
Steps & Procedures

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 access for inspection. The front hood can be opened by pulling the two handles located along the bottom edge of the hood (See Figure 1 – Green Arrows).
2. Identify the critical brackets that require inspection; refer to page 7 for identification instructions.
3. Physically inspect each bracket for any loss of adhesion by attempting to wiggle the bracket. The adhered base of the bracket should remain firmly in place.
4. If any critical brackets are found to be loose or missing, contact Winnebago Technical Service by email at techservice@wgo.net (See the last page of these instructions for directions on how to send Winnebago the necessary information)
5. If no issues are detected with the adhesion of the critical brackets to the fiberglass, proceed to Step 2 – Rework Bracket Attachment.

Figure 1



Step 2- Rework Bracket Attachment

Objective: Remove the front hood for access to critical brackets by detaching the linkage rod and adjustment bolts.

1. Remove the front hood to gain access to the critical brackets.
 - Unclip the hood linkage rod from the hood on the driver's side (Figure 2 - Orange Arrow) and then remove the main support rod from the brackets attached to the hood. (Figure 2 – Yellow Arrows)
2. Using a 3/8" wrench (for the heads of the 2 bolts) and a 7/16" wrench (for the nuts of the 2 bolts), remove the hood linkage rod mounting plate on the driver's side. (See Figure 3 – Highlighted in Yellow)
3. Using a 1/2" wrench, remove the hood adjustment bolt and locking nuts located on the front side of the bracket for each of the five hood stops. (See Pg. 1's - Figure 1 – Green Circles Indicate all 5 Locations and Figure 3 -Highlighted in Green Dashes for full Hood Stop image reference)

Figure 2

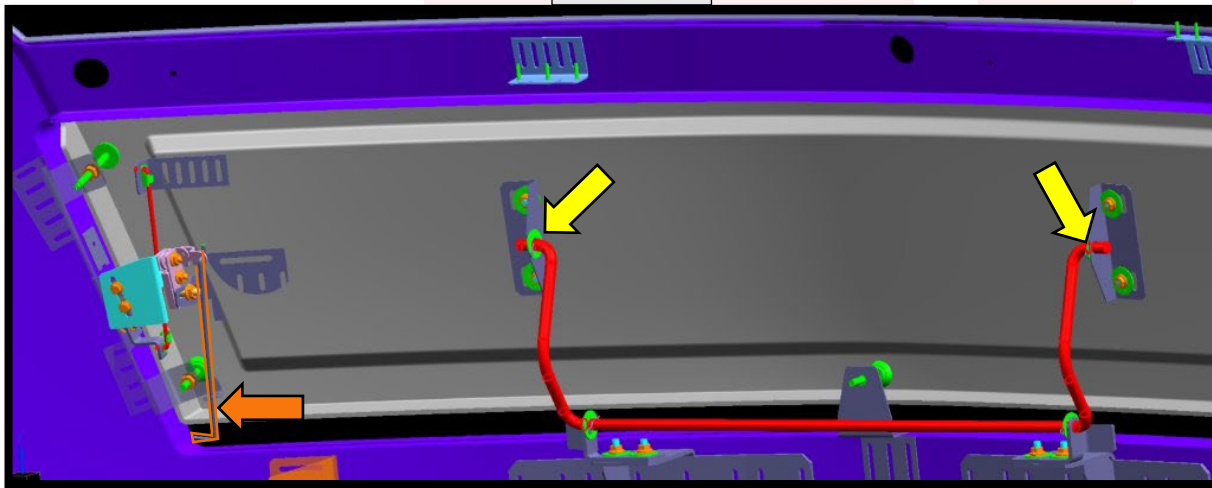
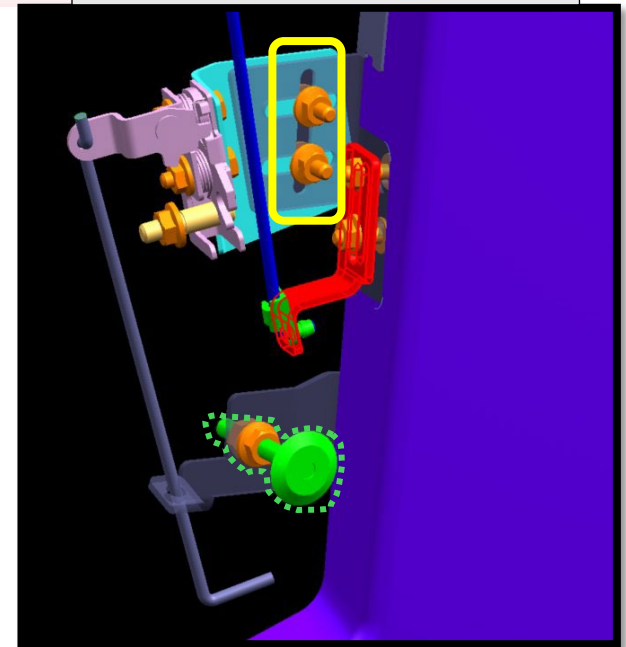


Figure 3 - Driver Side



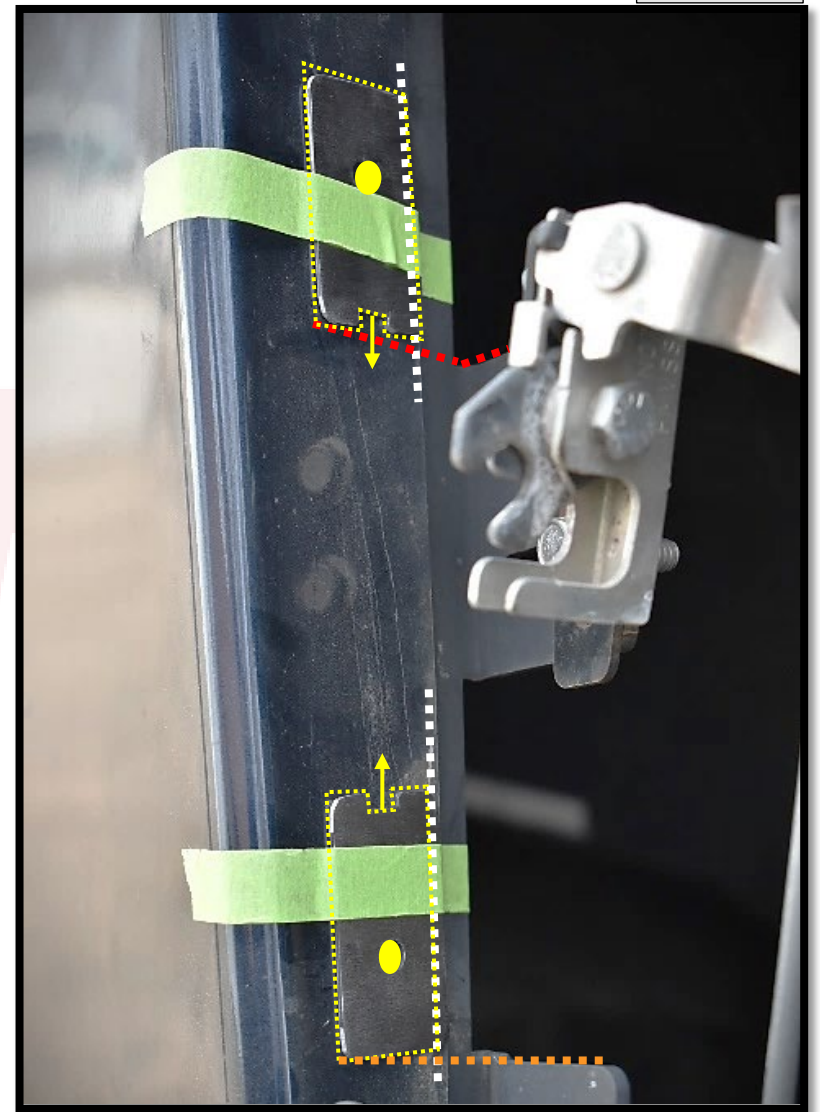
Step 2 – Rework Bracket Attachment - Continued

Objective: Drill holes with a 13/64" Drill bit and install the rivets for the critical brackets on the hood, ensuring secure attachment and proper alignment.

1. Using the provided drilling template, drill a hole through the fiberglass and through the bracket for each critical bracket.
 - a. For the critical brackets on either side of the hood cutout, align the rivet guide so that the long edge is flush with the trimmed edge of the fiberglass (See Figure 4 – White Dashes).
 - b. Each side bracket will get two rivets, an upper and a lower (See Figure 4 Highlighted in Yellow Dashes).
 - For the lower rivet, point the notch up. The side without the notch should align with the top edge of the visible portion of the critical bracket with the hood stop. (See Figure 4 – Orange Dashed Line)
 - For the upper rivet, point the notch down. The side with the notch should align with the top edge of the visible portion of the critical bracket with the latch mechanism. (See Figure 4 – Red Dashed Line)
 - c. Install the supplied rivets with the painted head of the rivet visible in the hood opening.

Note: Do NOT drill from the backside of the fiberglass, as this may cause the finished surface to chip.

Figure 4



Step 2 – Rework Bracket Attachment – Continued

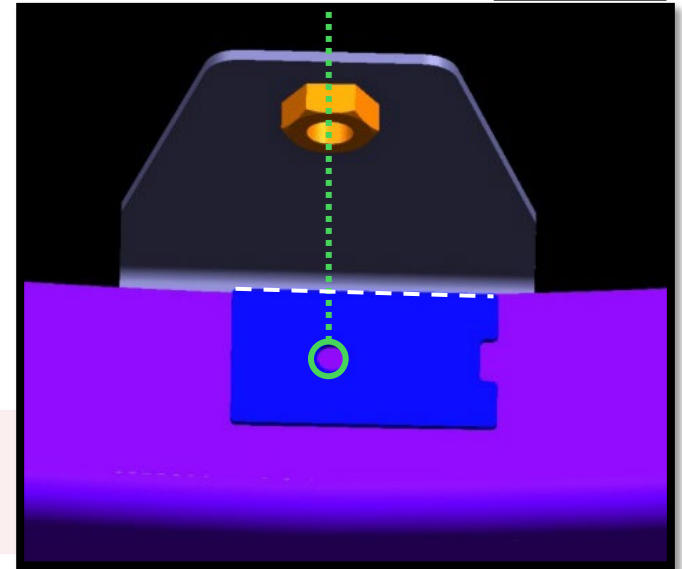
Objective: Drill the hole for the center critical bracket and install the rivet and washer. Reinstall the linkage rod mounting plate and hood adjustment bolts.

Note: Do NOT drill from the backside of the fiberglass, as this may cause the finished surface to chip.

1. For the center critical bracket at the bottom edge of the hood cutout, align the long edge of the guide with the trimmed edge of the fiberglass (See Figure 5 – White Dashed Line). Align the hole with the center of the bracket. (See Figure 5 – Green Circle and Dashed Line) Mark the position of the hole on the front face of the fiberglass.
 - Before proceeding with drilling the hole, ensure that a 1-inch diameter area on the back side of the bracket where the hole will be drilled through is clear of any preexisting plexus. This will allow for the proper installation of the washer, ensuring it fits flushed against the surface of the backside of the bracket.

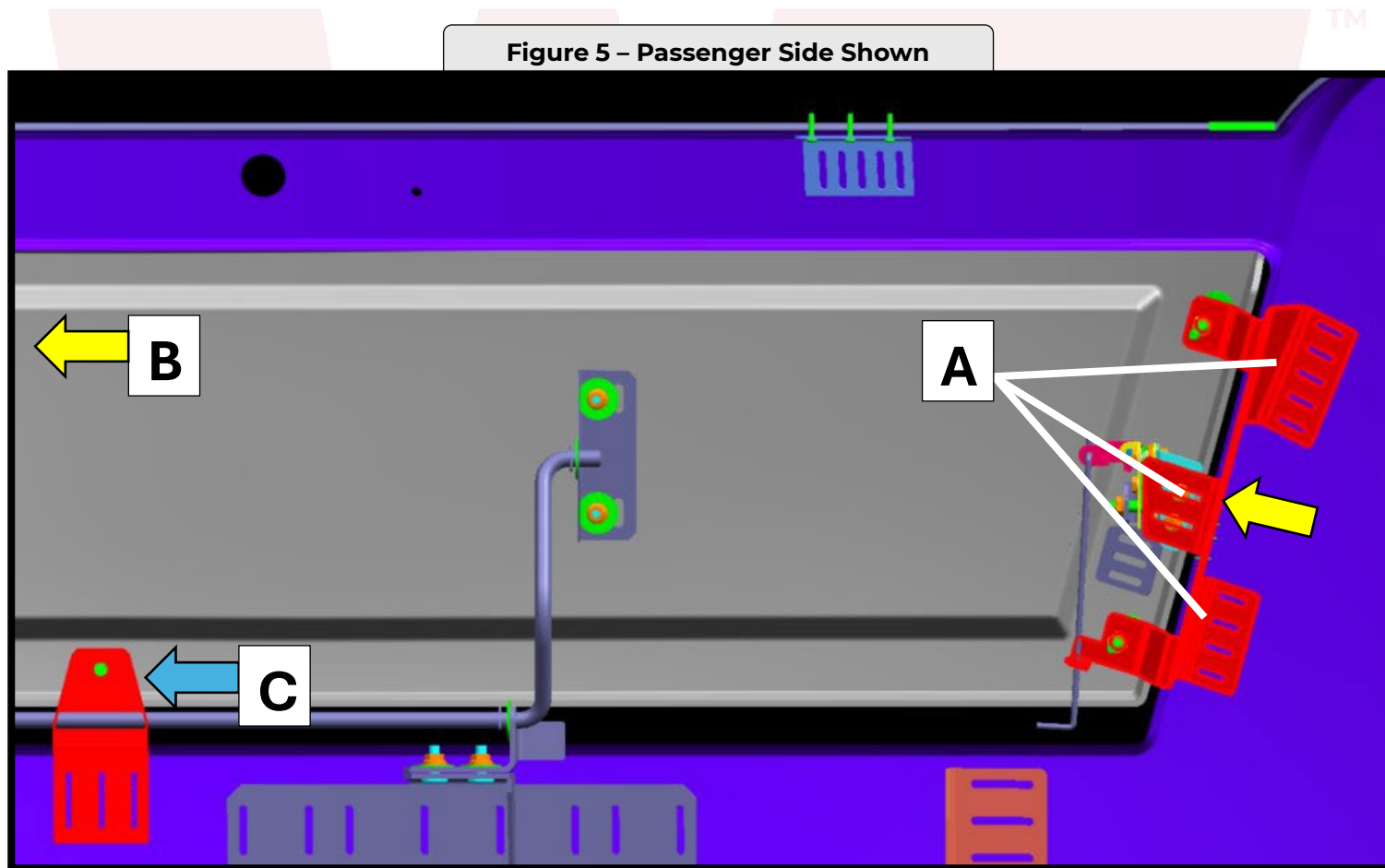
Note: Use a hand chisel to clear this 1-inch diameter area on the back side of the bracket, as it will be more challenging to remove preexisting plexus after drilling the needed hole for the rivet due to the increased temperature near the plexus.
 - Using a 13/64" drill bit, drill a hole through both the fiberglass and the bracket.
2. Ensure that the rivets securely hold the brackets.
 - For every installed rivet, verify that the mandrel of the rivet breaks off properly, ensuring that no part of it protrudes and poses a potential scratching or poking hazard. Use side cutters to trim off any excess mandrel if necessary.
3. Reinstall the hood linkage rod mounting plate and the 5 removed hood stops.
 - a. Using a 3/8" wrench (for the heads of the 2 bolts) and a 7/16" wrench (for the nuts of the 2 bolts), reinstall the hood linkage rod mounting plate on the driver's side (hand tighten). (See Figure 3 in page 4 – Highlighted in Yellow)
 - b. Using a 1/2" wrench, reinstall the 5 removed hood adjustment bolts and locking nuts (hand tighten). Adjust the hood stop bolts so that the hood sits flush with the front cap.
4. If all critical bracket connection points have either passed inspection or have been reworked, and the supplied rivets have been properly installed, the rework is complete.

Figure 5



Critical Brackets Reference – (Adventurer) 2016 - 2018

1. There are 3 total critical brackets on the front cap.
 - a. A total of 2 hood latch brackets: Driver Side (B) & Passenger Side (A), 1 on either side of the hood cutout. (See Figure 5 Yellow Arrow for reference of the hood latch brackets)
 - b. A total of 1 hood stop bracket in the center along the bottom edge of the hood cutout (C). (See Figure 5 Blue Arrow for reference of the single hood stop bracket)



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

Important Notes:

- If there are any missing brackets, please identify which ones they are in the email. If you have any loose brackets, please remove these brackets and take a photograph of the front end of your vehicle. This is essential for Winnebago's documentation process.
- When capturing the photographs, please take close-up images of the failed bracket locations to ensure a detailed visual inspection.
- In your email correspondence, specify the total number of missing or loose brackets on your vehicle. Additionally, identify each missing bracket by its designated letter, and by either passenger or driver side. Refer to the enclosed letter/bracket location guide for assistance: Page 6

See below for email correspondence instructions:


Send

To

techservice@wgo.net

Cc

Subject

Recall Number Here - Serial Number Here (No Hyphenations)

?

No Label

▼

1. **Dealership Name and Dealer Number ***: (Clearly state the name of the dealership along with the corresponding dealer identification number)
2. **Address of Dealership ***: (Include the complete address for the dealership, ensuring accuracy for effective communication)
3. **Repair Order Number ***: (Specify the relevant repair order number associated with your vehicle's service)
4. **Loose/Missing Bracket(s) Specification ***: Specify which Bracket(s) are loose/missing by referencing the Location Letter(s).
5. **Photograph(s) ***: (Attach at least one photograph (More may be necessary) that clearly shows the affected area.
Note: Photographs are a highly required component of this submission)

For reference regarding the location of bracket(s) please see the **Critical Bracket Reference Page of the Work Instructions.**

 Hood Mounting Brackets	
Classification	
Recall 197 – Remedy B	
Model	Model Year
Forza/Solei	2016-2017 W2
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Part Number	Description	Quantity
Part Required	RC7950-25-797	1
	RECALL #197 HOOD BRKT REM-B3	

Parts/Kit Image Reference

Part/s Required – RECALL #197 HOOD BRKT REM-B3

Kit Contains:

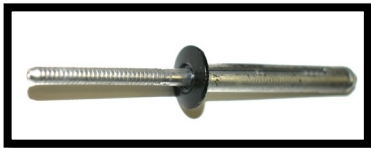
1. Rivet – 118626-02-02A (6)
2. Rivet Guide – 361335-01-01B (1)
3. 1" Washer – 077071-01-000 (4)
4. Plexus MA300 – 112901-03-000 (1)
5. Mixer Nozzle – 112902-03-000 (1)

Shop Supplies

1. Flashlight
2. Mirror
3. Rivet Gun
4. Drill with 13/64" Drill Bit
5. Hand Chisel
6. Oscillating Saw
7. Masking Tape
8. IR Temperature Gun(as needed)
9. 1-to-1 50ml adhesive applicator
10. Clean rags or disposable dry wipe
11. Isopropyl Alcohol (IPA)
12. Abrasive pad

Part/s Required

1.



2.



3.



4.



5.



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 by opening 2 locking twist latches with the vehicle ignition key. (See Figure 1 – Green Circles)
2. Identify critical brackets that require inspection, see page 5 for instructions on bracket identification. If any critical brackets are missing, contact Winnebago Tech Service by email: techservice@wgo.net (See the last page of these instructions for directions on how to send Winnebago the necessary information)
3. Physically inspect each bracket for loss of adhesion by trying to wiggle the bracket. The adhered bases of the bracket should firmly hold its position.
4. If NO issues are found with the adhesion of the critical brackets to the fiberglass (NO loose brackets), move onto **Step 2 –**



Figure 1

- Rework Bracket Attachment.**
5. If the bracket(s) are loose, follow the next sub-steps A-H below carefully.
 - A. **Critical:** Before removing the brackets, use the new rivet guide and masking tape to mark the location of where you need to re-adhere the bracket with new plexus for sub-step G. (See Figure 2- Blue Marks).
 - Do this for both brackets.
 - The Red outline of the bracket in figure 2 shows the alignment of the position of the bracket with the masking tape marks.
 - Leave the masking tape in place to re-adhere in the proper location for both sides.
 - B. Use a hand chisel to gently pry and remove these brackets carefully from the fiberglass.

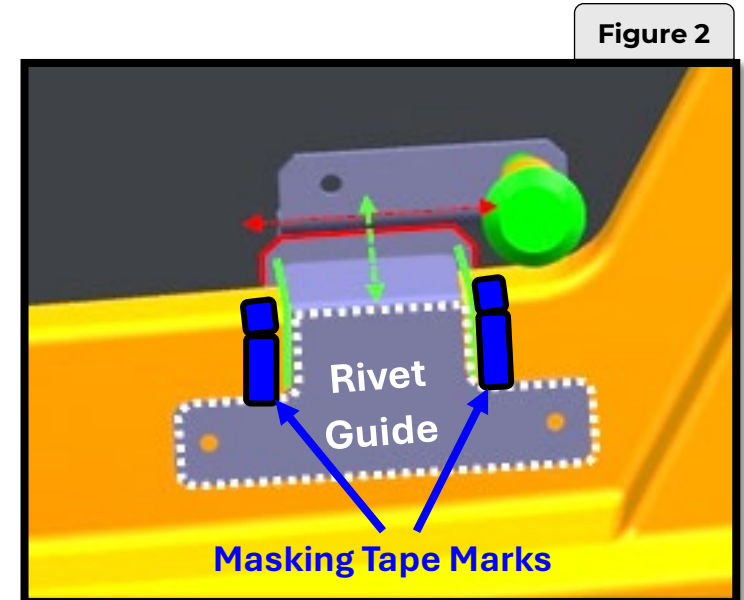


Figure 2

Critical: Ensure to NOT damage the fiberglass.

- C. Remove the preexisting adhesive from the fiberglass & bracket where it attaches to the fiberglass using a hand chisel. If needed, use an oscillating saw for the preexisting adhesive on the bracket only, NOT on the fiberglass.
- D. Ensure bracket and fiberglass surfaces are between 65°F and 85°F. Use an IR Temperature Gun if the temperature is uncertain.
- E. Clean the brackets and surrounding fiberglass of condensation, oils, or contaminants. Use a clean rag or disposable dry wipe. Use an abrasive pad on mating surfaces to promote adhesion.
- F. Apply IPA (Isopropyl Alcohol) to mating surfaces for cleaning and adhesion promotion. Allow IPA to dry before applying adhesive. IPA can be applied using a clean rag or disposable dry wipe.
- G. Re-adhere the brackets using the provided plexus & nozzle. Apply plexus to the arms of the bracket that will be touching on the fiberglass. Ensure you reinstall the brackets using the masking tape marks for appropriate location reference.

NOTE: Purge initial adhesive from cartridge until color is consistent. Adhesive cures in 3–6 minutes after mixing; work within this window. Reposition bracket in original location after adhesive application to the bracket. Confirm sufficient adhesive by checking for ooze out on all sides and slots.

- H. Let adhesive dry for at least 20 minutes before moving or exposing the unit. Cured adhesive will harden and return to ambient temperature. Full retention is achieved after 24 hours.

Step 2 – Rework Bracket Attachment

Objective: Accurately drill holes through the fiberglass and bracket for each of the two critical brackets using the provided rivet guide, ensuring proper alignment and secure rivet installation to maintain structural integrity.

1. Using the provided drilling template, drill a hole through the fiberglass and bracket for each critical bracket.
 - a. For each critical bracket, align the rivet guide so that the edges of tab of the rivet guide (Figure 2 – Green Angled Lines) align with the lateral edges of the bracket (Figure 2 – Outlined in Red) that has the hood stop mounted to it (this bracket is bolted to the critical bracket). Ensure to center the guide evenly. The tool should be flush with the forward face of the front cap. (See Figure 2 – Outlined in White Dashes)

NOTE: Do not drill from the backside of the fiberglass, as this may cause the finished surface to chip.

2. Install the supplied rivets with the painted head of the rivet visible in the hood opening.
 - a. Because the rivet hole may have hit a slot in the bracket, install the supplied washer on the back of the rivet (See Figure 3 – Green Dashed Circles). It may be necessary to tape the washer in place. It may also be necessary to trim the washer to allow fitment.
 - b. Ensure that the rivets securely hold the bracket.
 - c. Verify that the mandrel of the rivet breaks off properly, ensuring that no part of it protrudes and poses a potential scratching or poking hazard. Use side cutters to trim off any excess mandrel if necessary.
3. If all Critical Bracket connection points have either passed inspection or have been reworked, and the supplied rivets have been properly installed, the rework is complete.

Figure 2

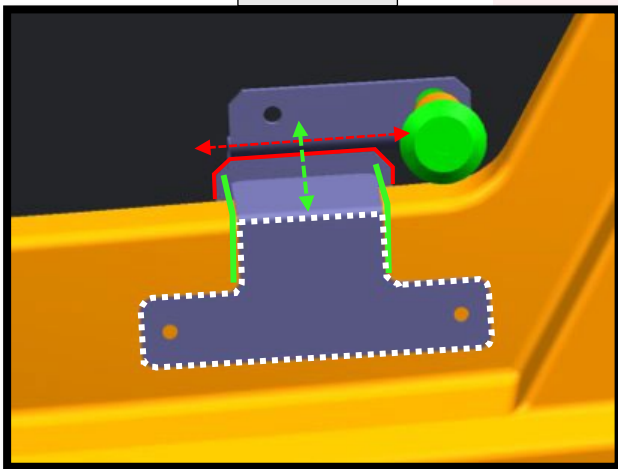


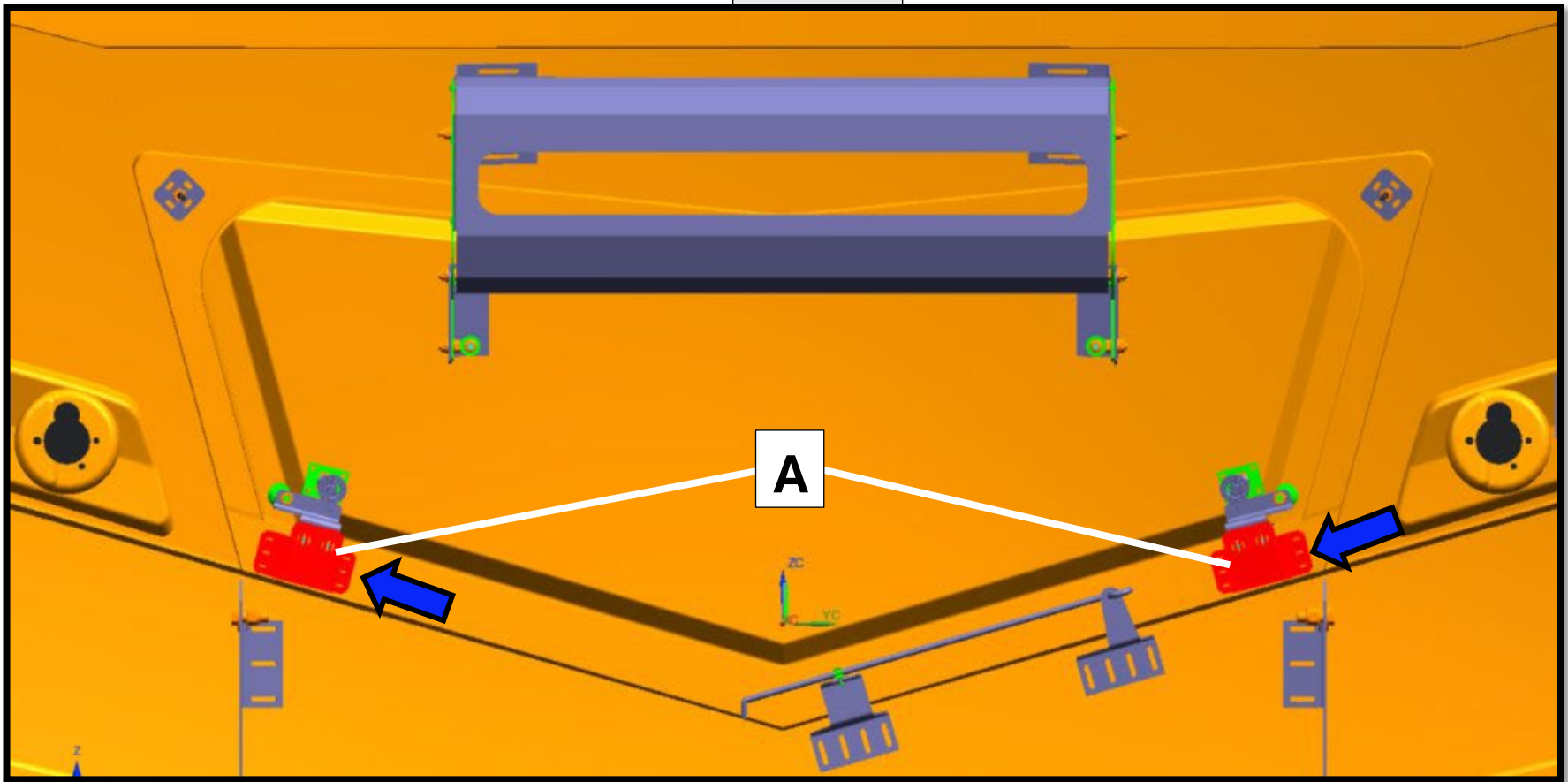
Figure 3 – Interior Left and Right-Side View



Critical Brackets Reference – (Forza/Solei) 2016-2017, W2

1. There are 2 critical brackets on the front cap.
- Total of 2 hood latch brackets, 1 on either side (A). (See Figure 4 - Blue Arrows)

Figure 4



Documenting Missing Brackets/Ordering Parts: Email to techservice@wgo.net

Important Notes:

- If there are any missing brackets, please identify which ones they are in the email. This is essential for Winnebago's documentation process.
- When capturing the photographs, please take close-up images of the missing bracket locations to ensure a detailed visual inspection.
- In your email correspondence, specify the total number of missing brackets on your vehicle. Additionally, identify each missing bracket by its designated letter, and by either passenger or driver side. Refer to the enclosed letter/bracket location guide for assistance: Page 6

See below for email correspondence instructions:


Send

To

techservice@wgo.net

Cc

Subject

Recall Number Here - Serial Number Here (No Hyphenations*)

 No Label ▼

1. *** Dealership Name and Dealer Number ***: (Clearly state the name of the dealership along with the corresponding dealer identification number)
2. *** Address of Dealership ***: (Include the complete address for the dealership, ensuring accuracy for effective communication)
3. *** Repair Order Number ***: (Specify the relevant repair order number associated with your vehicle's service)
4. *** Missing Bracket(s) Specification ***: Specify which Bracket(s) are missing by referencing the Location Letter(s) & Passenger or Driver Side.
5. *** Photograph(s) ***: (Attach at least one photograph (More may be necessary) that clearly shows the affected area.
Note: Photographs are a highly required component of this submission)

For reference regarding the location of bracket(s) please see the **Critical Bracket Reference** Page of the Work Instructions.