IMPORTANT SAFETY RECALL NOTICE

NHTSA Campaign Number: **26V-498** Internal Recall Number: **208**

<Date>

To:

«CUSTOMER_NAME»
«CUSTOMER_ADDRESS_1»
«CUSTOMER_ADDRESS_2»
«CITY» «STATE» «ZIP»

THIS NOTICE APPLIES TO YOUR VEHICLE.

RE: **BODY SERIAL «BODY_SERIAL» CHASSIS SERIAL «CHASSIS_SERIAL»**

Dear Owner,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

DESCRIPTION OF DEFECT

Winnebago Motorhomes has decided that a defect related to motor vehicle safety exists on certain **2024 – 2025 Winnebago Ekko**. These vehicles were manufactured **February 7, 2024**, through **June 11, 2024.** These dates are a broad overview and non-sequential. **It is advised that you park the vehicle outside until the repair has been performed.**

Defect: On these vehicles the touchscreen display, running firmware version 101.000067 or earlier, permits a level of touch sensitivity that may register unintended inputs, causing the display to transmit a generator start command without deliberate operator input.

SAFETY RISK

An unintended generator start may result in exposure to carbon monoxide accumulation in enclosed or inadequately ventilated spaces, which can cause serious injury or death from carbon monoxide poisoning.

REMEDY – WHAT WE WILL DO

Winnebago Motorhomes has authorized your dealer to update the Precision Circuits touchscreen display firmware free of charge (parts and labor).

This remedy will be performed at no charge to you.

The estimated labor time to complete this correction is approximately 1 hour.
However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

IMPORTANT SAFETY RECALL NOTICE

WHAT YOU SHOULD DO

Please contact your authorized Winnebago motorhome dealer immediately to schedule an appointment. You can locate a dealer using any of the following methods:

- Online: www.winnebago.com/shopping-tools/locate-a-dealer
- Email: customercare@wgo.net
- Phone: **(641) 585-6939 or (800) 537-1885**

ASSISTANCE AND RESOURCES FOR UNRESOLVED DEFECTS

If you bring your vehicle to the dealer on the agreed date and they do not perform this service on that date or within five (5) business days, contact Winnebago Customer Care at **(641) 585-6939 or (800) 537-1885**.

If you are unable to obtain the remedy without charge and within a reasonable time, you may submit a complaint to the:

Administrator, National Highway Traffic Safety Administration 1200 New Jersey Avenue S.E., Washington, DC 20590 Vehicle Safety Hotline: 1-888-327-4236 — TTY: (800) 424-9153 www.safercar.gov

PREVIOUSLY PAID REPAIRS

If you have already paid for a repair related to the issue described in this letter, you may be eligible for reimbursement. You will still need to take your vehicle to your dealer to have this recall completed.

For reimbursement assistance, please contact Winnebago Customer Care at **(800) 537-1885.** To expedite the process, provide documentation of the repair and proof of payment to your dealer.

ADDRESS OR VEHICLE CHANGES

If you have changed your address, sold, or traded your vehicle since purchase, provide the updated information at https://www.winnebago.com/owners/owner-resources/second-owner-registration

Lessor Notice (Required by Federal Law): Any vehicle lessor receiving this recall notice must forward a copy to the lessee within ten (10) days.

Presentation of this letter to the service center will assist in making the necessary corrections to your vehicle as promptly as possible.

We apologize for any inconvenience this may cause. This action has been taken in the interest of your safety and continued satisfaction. This letter does not constitute an acknowledgement of legal liability.

Winnebago Motorhomes

Forest City, Iowa 50436