



Service Campaign 63-02

MODELS

AFFECTED: Certain 2013 Winnebago Vista and Itasca Sunstar model E26HE motorhomes

DATE: November 21, 2012

SUBJECT: Cab Window Run Channel Replacement

PLEASE FORWARD THIS INFORMATION TO YOUR RV SERVICE MANAGER.

Winnebago Industries is conducting a Field Service Campaign to replace the run channel in the cab windows. It has been determined that the existing run channel can be forced into the frame which may cause the slider to become loose and/or rattle. Installing the new style run channel will ensure that the slider glass will operate properly.

Affected Vehicles and Owner Notification

Attached to this letter is a list of subject vehicles which were shipped to your dealership. Customers with affected vehicles are being sent a letter notifying them of the service campaign. Owners are directed to contact a Winnebago Industries dealer for the service campaign to be performed at no cost to them. A copy of the owner notice is provided for your information.

Replace the run channel in the cab windows on any affected coaches currently in your inventory. Do not deliver any subject units to a customer until this corrective action has been taken.

If You Need Assistance

If dealer technical assistance is needed, please contact Winnebago Industries' Technical Service Department at (866) 653-4329 from 7:30 a.m. to 5:00 p.m. Central Time or by e-mail at: techservice@winnebagoind.com.

Thank you for your cooperation.

A handwritten signature in black ink that reads "Steven R. Evenson".

Steven R. Evenson
Director of Parts and Service



Repair Procedure:

Refer to instruction sheet.

Parts Information:

The part order should be placed as a service campaign order. You will need the campaign dealer number and the Winnebago Industries serial number of the affected vehicle to place the order. The kit will provide parts for both cab windows.

Campaign Dealer Number: 7811

<u>Quantity</u>	<u>Part Description</u>	<u>Winnebago Industries Part Number</u>
1	Run Channel Kit	SC7811-13-702

Reimbursement

When the service has been completed, submit a warranty claim using the operation number and TIC code listed below. The repair order must be properly signed by both the dealer and owner before it is submitted to Winnebago Industries. The time allowance is for both windows.

<u>DESCRIPTION</u>	<u>OPERATION NUMBER</u>	<u>TIME ALLOWANCE</u>	<u>TIC CODE</u>
Cab Window Run Channel Replacement	05630299	1.0	6302SB



2013 Vista/Sunstar 26HE

Cab Window Run Channel Replacement

Overview: It has been determined that the existing run channel can be forced into the frame which may cause the slider to become loose and/or rattle. Installing a new style run channel will ensure that the slider glass will operate properly.

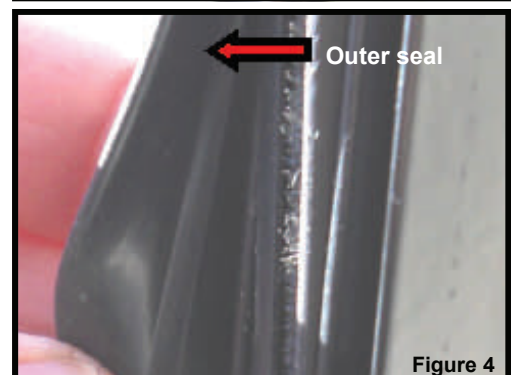
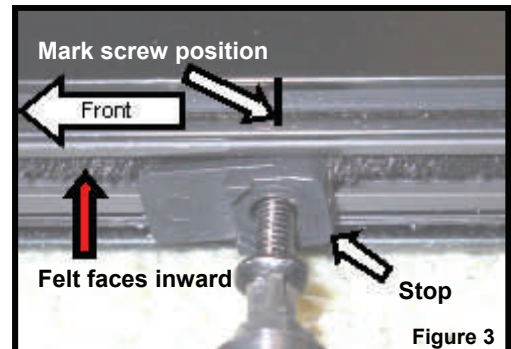
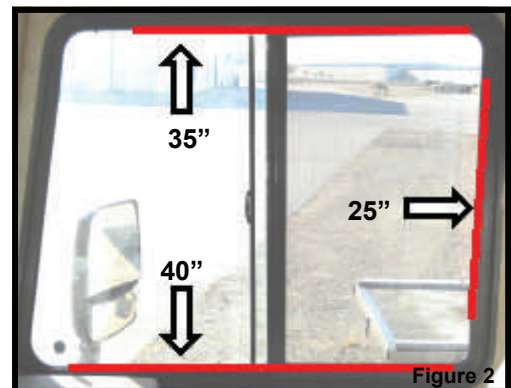
Parts Required:

- 1 - Parts Kit # SC7811-13-702

Procedure:

1. Lift screen and remove. Slide window open.
2. Mark the frame where stops are installed (Figure 3). Remove upper and lower stops. Save stops to reinstall.
3. Remove window run channel from frame in RED areas shown in Figure 2 and carefully remove the slider glass pane.
4. Install the new run channel in the bottom and rear of the window frame with the felt located on the interior side of the channel. Lift the outer rubber slightly (Figure 4). This will make it easier to insert the new run channel. Install the slider glass and move it to the full open position. Feed the new upper run channel between the glass and the frame from rear forward.
5. Drill holes in the new channel areas marked in Step 2. Install stops and screws as shown in Figure 3. **Caution:** Drill through the plastic window run channel only.

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@winnebagoind.com. This document is confidential and is intended for dealer use only.





Customer Notification Letter

**FOR YOUR INFORMATION
-COPY OF OWNER INFORMATION-**

RE: BODY SERIAL
CHASSIS SERIAL

Dear Winnebago Industries Motorhome Owner:

When you purchased your new Winnebago Industries produced motorhome, you also received our commitment to provide you with a quality product and our dedication to continuing customer satisfaction. In keeping with this commitment, we are notifying you of a service issue that affects your Winnebago Industries motorhome.

Our records indicate that you have purchased a vehicle with the serial number which appears above.

Why We Are Contacting You

It has been determined that the run channel for the cab slider windows may be forced down into the lower part of the window frame. This could cause the slider to be loose and/or rattle.

A Winnebago Industries, Inc. dealer will replace the run channel on both cab windows with a new style run channel. This will ensure that the windows continue to operate properly.

What You Should Do

Contact your Winnebago Industries, Inc. dealer soon to arrange for a service appointment. The repair should take less than two hours, however please allow sufficient time for your dealer to process your vehicle on the date of your appointment.

Important

This campaign and the offer to provide this service are being done at no charge to you.. The offer for a no cost repair is valid under the terms of the new vehicle limited warranty.

If You Need Assistance

If you have questions or need assistance, please contact Winnebago Industries Owner Relations Department at (800) 537-1885 Monday through Friday from 7:30 a.m. to 5:00 p.m. Central Time or by email: or@winnebagoind.com.

We are sorry to cause you this inconvenience. We have taken this action in the interest of your continued satisfaction with our products. This letter does not constitute an acknowledgement of legal liability.

Thank you for choosing a Winnebago Industries motor home.

Winnebago Industries, Inc.
Forest City, IA 50436