



SB-10045581-2748

Service Campaign 62-01

MODELS

AFFECTED: Certain 2013 Winnebago Adventurer, Journey, Tour and Itasca Suncruiser, Meridian and Ellipse model motor homes.

DATE: August 17, 2012

SUBJECT: Roof A/C Mounting Verification

PLEASE FORWARD THIS INFORMATION TO YOUR RV SERVICE MANAGER.

Winnebago Industries is conducting a Field Service Campaign to verify that the roof air conditioners are mounted properly. It has been determined that the mounting bolts may have been improperly tightened. The units may be over or under tightened. This condition could lead to a water leak at the gasket if under tightened or a vibration/noise in the roof area if over tightened.

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.

Evaluate this issue on all subject vehicles currently in your inventory. It is necessary to check the installation of each air conditioner on all affected units. 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". The signature is written in a cursive, flowing style.

Steven R. Evenson
Director of Parts and Service



Repair Procedure:

Refer to instruction sheet

Parts Information:

Order one gasket kit per air conditioner that fails the 7/16" gap test. This kit will include the gasket and two spacers. If the air conditioner fails the 3/4" gap test, order a quantity of two spacers. If the tabs on the inner shroud have broken off the shroud, order a replacement inner shroud. The parts 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.

Campaign Dealer Number: 7809

| Failure | Quantity | Part Description | Winnebago Industries Part Number |
|----------------|-----------------|-------------------------|---|
| 7/16" gap test | 1 per A/C | Gasket Kit w/spacers | SC7809-12-701 |
| 3/4" gap test | 2 per A/C | 1/2" Spacers | 178426-01-000 |
| Broken Tabs | 1 per A/C | Inner Shroud | 183061-01-700 |

Reimbursement

When the service has been completed, submit a warranty claim using the applicable labor operation number(s) and TIC code listed below. Submit repair as one condition. The repair order must be properly signed by both the dealer and owner before it is submitted to Winnebago Industries.

| DESCRIPTION | OPERATION NUMBER | TIME ALLOWANCE | TIC CODE |
|---|-------------------------|-----------------------|-----------------|
| Roof A/C Mounting Verification (per vehicle) | 05620199 | 0.5 | 6201SB |
| A/C Gasket R&R (if necessary) (per A/C unit) | 05431701 | 1.0 | |
| Add Spacers (per A/C unit) | 05620100 | 0.5 | |

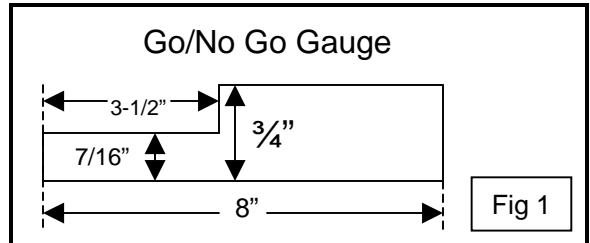
FINAL CLAIMS NEED TO BE SUBMITTED NO LATER THAN NOVEMBER 30, 2012.

Roof AC Mounting Installation Verification Procedure

RE: Verify correct AC sealing to roof and proper compression of AC seal to roof.

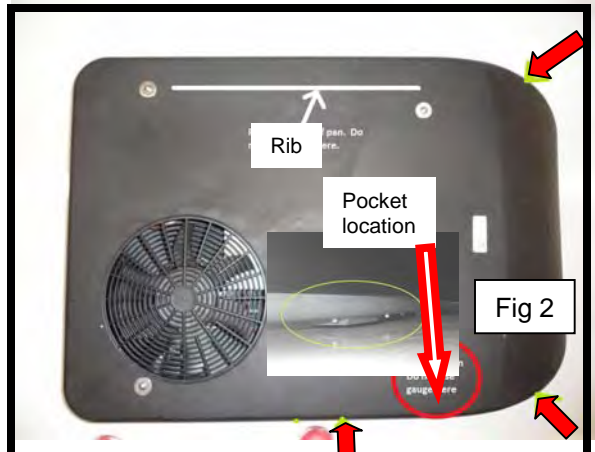
Read the entire instructions carefully before starting the procedure. If you have any questions, please Contact Winnebago Industries' Technical Service Department by calling 1-866-653-4329 or by e-mail: techservice@winnebagoind.com. This document is confidential and is intended for dealer use only.

1. Construct wood gauge to specifications in (fig 1).



2. Use gauge (fig 1) at front right, front left corners and the middle of the right side areas indicated by arrows (fig 2).

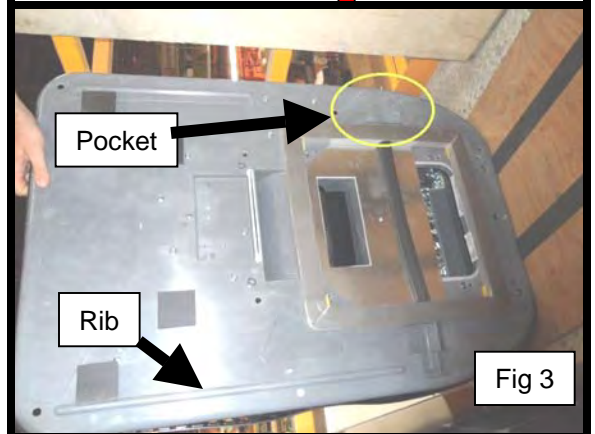
Note: Make sure gauge does not interfere with rib on bottom of pan on left side or pocket on right side. Also pocket should not contact roof (fig 3).



The 7/16" gauge should slide under the pan in all three test points and the 3/4" gauge should not.

If gap test passes no further action required.

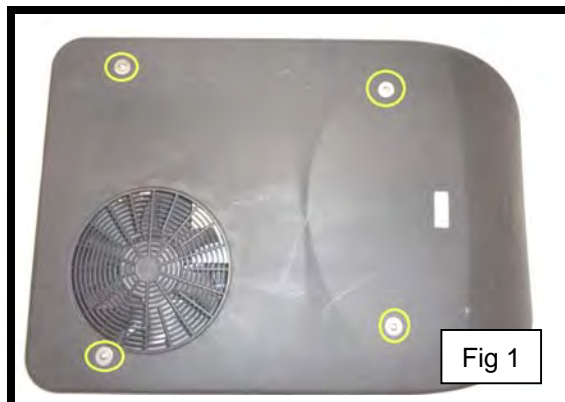
If gap test fails, refer to **Roof AC Mounting Repair Process**.



Roof AC Mounting Repair Process

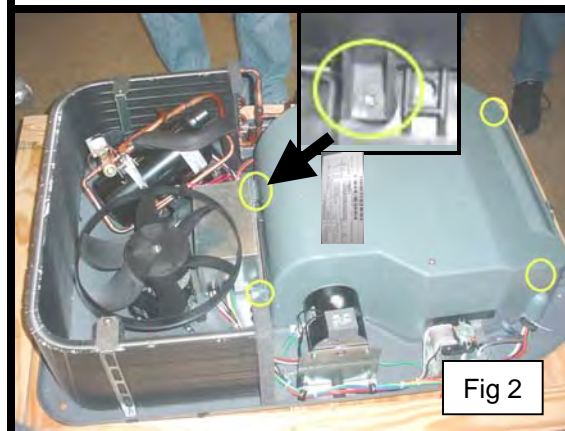
Caution: Disconnect all 120 power sources to coach.

1. Remove the four (4) bolts securing outer cover and remove cover (fig 1).

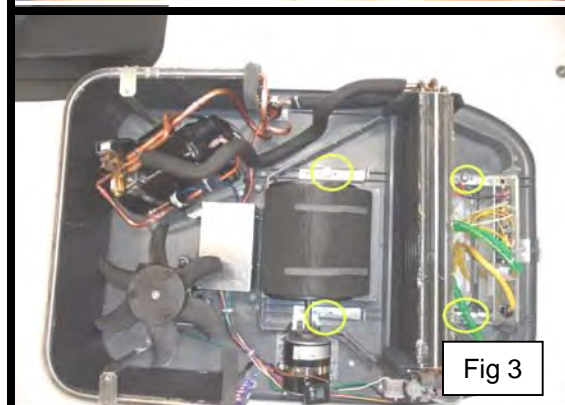


2. Remove inner cover. Inspect attachment tabs for cracks (fig 2). If cracked, a washer should be added when cover is reinstalled. If tab has broken off a new cover will be needed. Order cover p/n 183061-01-700.

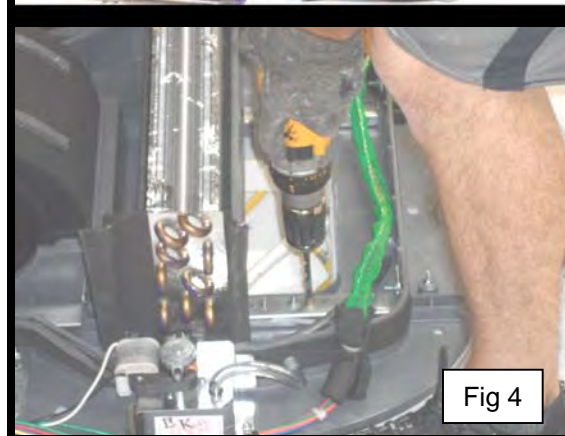
Note: If cover is replaced, record model and serial number on new cover from original cover label.



3. Remove the four (4) lag bolts w/springs attaching AC unit to the roof (fig 3).



4. Use ¼" bit and drill out the four (4) Riv-Nuts. The Riv-Nuts need to be drilled out so they won't stop lag bolts from fully seating AC unit on roof during reinstallation (fig 4).



Note: If the 7/16" gauge verification failed at any location, it is too tight. Follow Seal Replacement (step 5). If it passed the 7/16" gauge verification at all locations but failed the 3/4" gauge verification, it is too loose. Move to step 6.

5. Seal Replacement

Detach the condensation line.

Detach the wiring plug, remove fasteners from AC control box (fig 6).

Lift the AC unit up while guiding the control box through opening in the pan. Be careful not to tip unit so parts remain intact.

Reattach the inner cover to keep AC parts intact during removal.

Remove the outer seal (the inner seal can remain intact) (fig 5).

Remove residue and prepare surface.

Install new seal kit p/n SC7809-12-701.

Remove inner cover.

Move AC back into correct location while routing AC control box through opening.

Reconnect harness plug into the AC control box (fig 6).

Reattach the condensation line.

6. There should be one (1) spacer p/n 178426-01-000 under each of the two (2) front mounting locations. Reinstall lag bolts w/springs, washers and tighten just to the point where the springs are compressed (fig 7).

7. Reinstall inner cover using washer if mounting tab is cracked. Replace inner cover (fig 8) if tab is broken off. Remember to record model and serial number on the new cover as noted in step 2. Reinstall outer cover with four (4) original bolts and washers.

Conduct function test of AC's if seal was replaced. Test run AC's in their different zones by turning them on at the thermostat to ensure everything was properly installed.

To complete repair water test for leak.

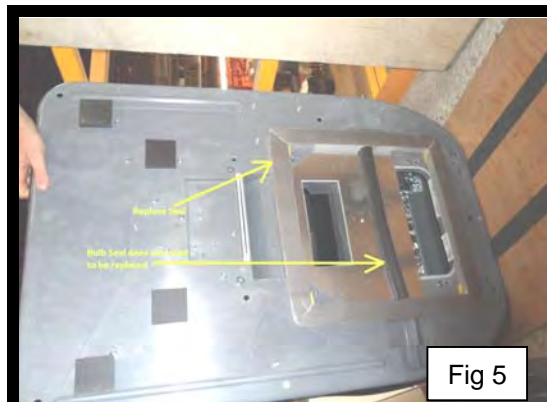


Fig 5

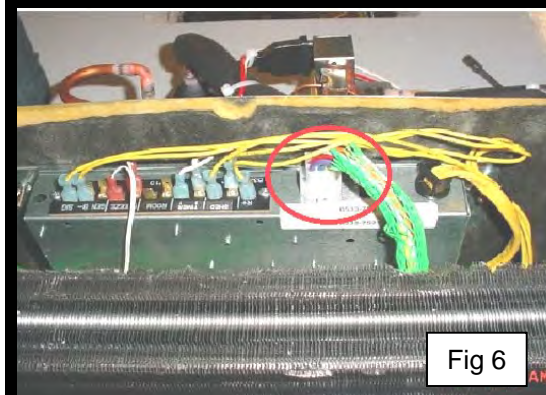


Fig 6

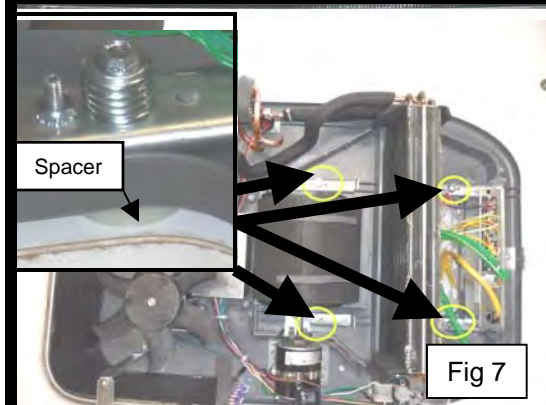


Fig 7

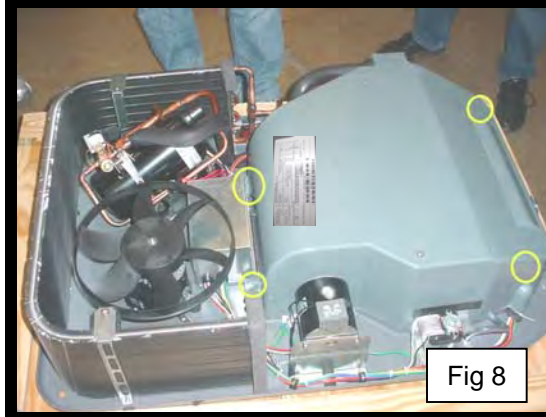


Fig 8



Customer Notification Letter

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

RE: BODY SERIAL
CHASSIS SERIAL

Dear Winnebago Industries Motor Home Owner:

When you purchased your new Winnebago Industries produced motor home, 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 or Itasca motor home.

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

Why We Are Contacting You

Winnebago Industries, Inc. dealers will verify and correct, if necessary, the installation of the roof top air conditioners on your coach. It has been determined that the fasteners for some of the air conditioners may not be tightened to the proper torque value.

What You Should Do

Contact your Winnebago Industries, Inc. dealer soon to arrange for a service appointment. 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 until November 30, 2012.

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