



## General Parts and Service Letter

**TO:** All Winnebago Industries Dealers

**DATE:** August 20, 2014

**SUBJECT:** Service Authorization Requests

**PLEASE FORWARD THIS INFORMATION TO YOUR RV SERVICE, WARRANTY, AND PARTS MANAGER.**



Because of a steady increase in emails handled by our Tech Service department, submitting your authorization requests on the WinPortal will ensure a more prompt response to your authorization request. We will respond to your request usually during the same business day and always within 24 hours.

Attached are instructions to submit a service authorization on WinPortal.

This bulletin is for information only.

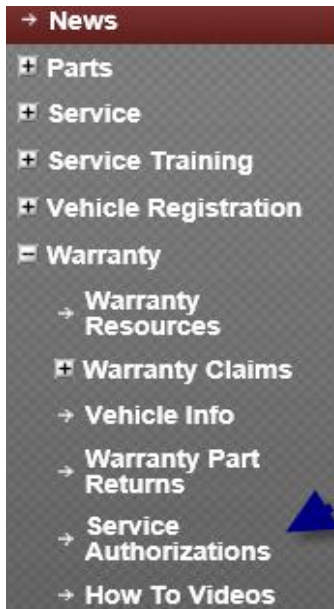
A handwritten signature in black ink that reads "Steven R. Evenson".

Steven R. Evenson  
Director of Parts and Service

G.P.S. 7SB014-14-01A

# Service Authorization Requests

To access the Service Authorization form on the Winportal, click on the + in front of Warranty—scroll down to Service Authorizations:

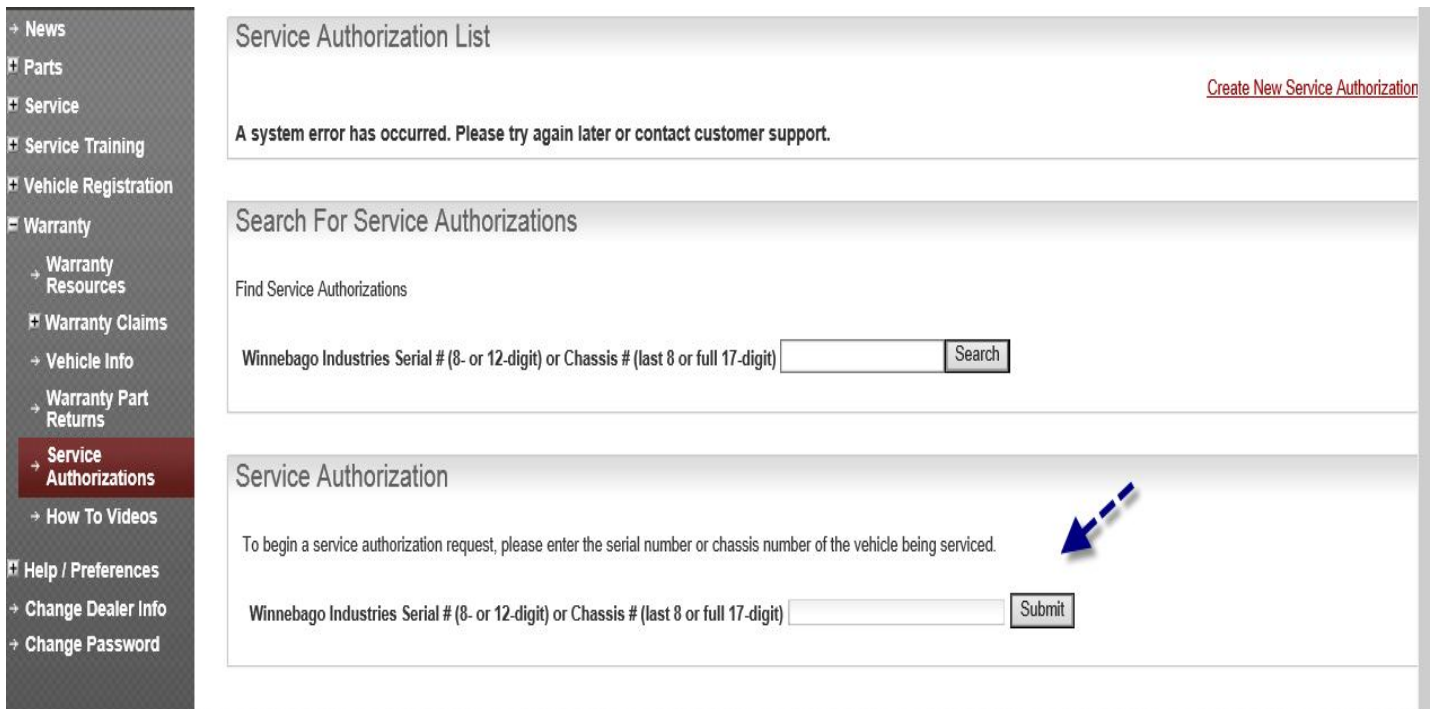


## - Service - Winnebago Industries Dealer



We'd like to remind you of your responsibilities during the vehicle check-in process. Please have all dealership personnel involved with the check-in and PDI process review the service bulletin issued in this [link](#). This information can also be found in our Parts and Service Policy and Procedure manual.

Click on Service Authorization and then Create New Service Authorization by entering a Winnebago serial number:



Service Authorization List

[Create New Service Authorization](#)

A system error has occurred. Please try again later or contact customer support.

Search For Service Authorizations

Find Service Authorizations

Winnebago Industries Serial # (8- or 12-digit) or Chassis # (last 8 or full 17-digit)

Service Authorization

To begin a service authorization request, please enter the serial number or chassis number of the vehicle being serviced.

Winnebago Industries Serial # (8- or 12-digit) or Chassis # (last 8 or full 17-digit)

# Service Authorization Requests

Fill in the following fields:

The screenshot shows a web application interface for 'Service Authorization'. At the top, there is a search bar with 'Find: 1497501-11-000' and navigation buttons 'Previous', 'Next', and 'Options'. The main form area is titled 'Service Authorization' and includes links for 'Create New Service Authorization' and 'Print'. The form contains several pre-filled fields: 'Customer Name', 'Customer Address', 'Selling Dealer' (MIKE THOMPSON RECREATIONAL VEHICLES (2414)), 'STOCK UNIT', 'Serial Number' (70542R249064), 'Chassis Number' (WDAPF4CC9D9558072), 'Model' (IM524G), 'Built Date' (11/05/2013), and 'Warranty Date' (00/00/00). Below these are input fields for 'Unit Mileage', 'Your Name', 'Authorization #', 'Repair Order #', 'Repair Date (MM/DD/YYYY)', and 'Hours/Sublet'. The 'Reason for Authorization' field is a multi-line text area. A 'Submit' button is at the bottom left. Blue dashed arrows point to the 'Unit Mileage', 'Your Name', 'Authorization #', 'Repair Order #', 'Repair Date', and 'Hours/Sublet' fields.

Mileage: Ending mileage

Your Name: person from dealership

Repair Order—work order number

Repair Date:

Hours/Sublet: amount requesting

Topic---this is a topic line only---do not add repair information

**Example:** water tank

Reason:--Supply the complete repair notes(complaint, cause, correction)

If more than one item—list individual times

# Service Authorization Requests

After this is complete, click on the submit button.



The screenshot shows a web form titled "Service Authorization". In the top right corner, there are two links: "Create New Service Authorization" and "Print". The form contains several fields for customer and vehicle information, including Customer Name, Address, Stock Unit, Serial Number, Chassis Number, Model, Selling Dealer, Built Date, and Warranty Date. Below these are fields for Unit Mileage, Your Name, Authorization #, Repair Order #, Repair Date, and Hours/Sublet. The "Topic" field contains "water tank", and the "Reason for Authorization" field contains a detailed description of a water leak issue. At the bottom left, there is a "Submit" button, which is highlighted by a blue arrow.

|                                       |                                                                                                                                                                              |                 |                   |
|---------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|-------------------|
| Customer Name:                        | STOCK UNIT                                                                                                                                                                   | Serial Number:  | 70542R249064      |
| Customer Address:                     |                                                                                                                                                                              | Chassis Number: | WDAPF4CC9D9558072 |
|                                       |                                                                                                                                                                              | Model:          | IM524G            |
| Selling Dealer:                       | MIKE THOMPSON RECREATIONAL VEHICLES (2414)                                                                                                                                   | Built Date:     | 11/05/2013        |
|                                       |                                                                                                                                                                              | Warranty Date:  | 00/00/00          |
| Unit Mileage                          | 2540                                                                                                                                                                         | Your Name       | Sam               |
| Authorization #                       |                                                                                                                                                                              | Repair Order #  | 24586             |
| Repair Date (MM/DD/YYYY)              | 08/08/2014                                                                                                                                                                   | Hours/Sublet    | 3.0               |
| Topic                                 | water tank                                                                                                                                                                   |                 |                   |
| Reason for Authorization              | water leak under coach. found water tank leaking at seam-need additional time for the bolts on the bracket were broken-we had to drill thme out to replace the tank. 3.0 hrs |                 |                   |
| <input type="button" value="Submit"/> |                                                                                                                                                                              |                 |                   |

You will receive an email response after the request has been reviewed by Tech Service.

If you need to send pictures or a sublet for the request send an email with the Winnebago serial number –auth. request in the Topic Line:

Send to: [techservice@wgo.net](mailto:techservice@wgo.net)

**DO NOT SEND THIS TO THE WINNEBAGO WARRANTY DEPARTMENT.**

Service Authorization requests that are sent by email will be returned to your dealership to be entered on the WinPortal.