



Service Campaign 65-02

MODELS

AFFECTED: Certain 2015 Winnebago Vista and Itasca Sunstar Models

DATE: May 11, 2015

SUBJECT: Roof to Sidewall Joint Seal

PLEASE FORWARD THIS INFORMATION TO YOUR RV SERVICE MANAGER.

Winnebago Industries is conducting a Field Service Campaign on certain 2015 Winnebago Vista and Itasca Sunstar models built prior to 3/19/15 with champagne sidewalls. This campaign procedure is to apply Eternabond® tape seal over the roof to sidewall joint. This is being done to protect the area from cracked or failed sealants.

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.

Perform this procedure on all subject vehicles 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". The signature is written in a cursive style with a large, sweeping "S" and "E".

Steven R. Evenson
Director of Parts and Service



May 11, 2015
Service Campaign - Roof to Sidewall Joint Seal

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 for the affected vehicle to place the order.

Campaign Dealer Number: 7814

<u>Quantity</u>	<u>Part Description</u>	<u>Winnebago Industries Part Number</u>
1	Tape-Sealing 2", Champagne	SC7814-15-702

Reimbursement

When the service has been completed, submit a warranty claim using the operation number and TIC code listed below. The time allowed is for the resealing of both sides. 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 Joint Seal E-series	05650299	1.0	6502SB

FINAL CLAIMS NEED TO BE SUBMITTED NO LATER THAN NOVEMBER 11, 2015.



2015 Winnebago Vista & Itasca Sunstar Roof Cove Reseal

Overview: Apply Eternabond® tape seal over sealant at roof to sidewall joint on both sides of coach.

Parts Required:

- Parts Kit #SC7814-15-702 Champagne Tape
Kit includes: (2) 35' Rolls Eternabond® Tape
Instructions

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.

Procedure:

1. Thoroughly clean the fiberglass and aluminum surfaces where the roof meets the sidewall and allow to dry completely.
2. Apply tape seal evenly over the roof to sidewall joint, covering the original sealant (area circled in Figure 1).
3. Smooth down tape with your hand.
4. Apply pressure to activate bonding process. The firmer the pressure, the faster and better the bond.
5. Ensure edges are sealed.
6. Repeat to opposite side.

NOTE: Use caution while applying EternaBond® tape seal as it is extremely tacky and cannot be repositioned.

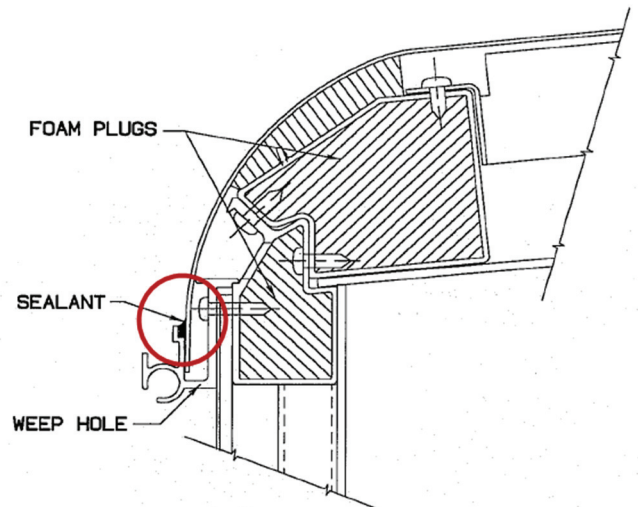


Figure 1



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 2015 Winnebago Industries motor home.

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

What We Will Do

Winnebago Industries, Inc. dealers will apply Eternabond® tape seal to the roof covers on your motor home to protect the area from cracked or failed sealants.

What You Should Do

Contact your Winnebago Industries, Inc. dealer to arrange for a service appointment. Please allow sufficient time for your dealer to process your vehicle on the date of the appointment. The actual repair will take approximately 1 hour, however your dealer will require additional time to process your coach.

Important

This campaign and the offer to provide service are being done at no charge to you. The offer for a no cost repair is valid until November 11, 2015 at which time the campaign will be closed.

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@wgo.net.

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