



Service Campaign 66-01

SB-10058859-5664

MODELS

AFFECTED: Winnebago Forza and Itasca Solei Model L36G

DATE: September 4, 2015

SUBJECT: Correct Furnace Installation

PLEASE FORWARD THIS INFORMATION TO YOUR RV SERVICE MANAGER.

Winnebago Industries is conducting a Field Service Campaign on certain 2015 and 2016 Winnebago Forza and Itasca Solei model L36G. The furnace on these units may have been installed upside down which could cause moisture to build up inside the furnace. This campaign is to inspect the furnace installation and correct if necessary.

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.

Steven R. Evenson
Director of Parts and Service



September 4, 2015
Service Campaign - Correct Furnace Installation

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: 7815

<u>Quantity</u>	<u>Part Description</u>	<u>Winnebago Industries Part Number</u>
1	Furnace Re-Install Kit	SC7815-16-701

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.

DESCRIPTION	OPERATION NUMBER	TIME ALLOWANCE	TIC CODE
Correct Furnace Installation	05660199	2.0	6601SB

FINAL CLAIMS NEED TO BE SUBMITTED NO LATER THAN DECEMBER 4, 2015.



2015 & 2016 Winnebago Forza & Itasca Solei Model L36G

Correct Furnace Installation

Overview: The furnace on certain 2015 & 2016 L36G units may have been installed upside down which could cause moisture to build up inside the furnace.

Parts Required:

- Parts Kit #SC7815-16-701 Furnace Re-Install Kit. Kit includes:
 - 1 - Furnace Access Door
 - 3 - Furnace Knockout Plugs
 - 4 - Lumber Pieces
 - 4' - Yellow 12AWG Wire
 - 8 - Butt Connectors
 - 10 - 6-20x1¼ Screws
- Furnace Tape
- **Note:** All screws removed during procedure will need to be retained and reused.

Tools Required:

- 3/4" wrench
- Screw gun
- Flat screwdriver
- Needle nose pliers
- Wire cutter
- Wire crimper

Verify Furnace Installation:

If vent is located at bottom of furnace access door, the furnace is installed correctly and the campaign will not need to be completed.

Figure 1 shows the furnace in the incorrect position and the service campaign will need to be completed.

Once it is determined that this campaign must be performed, create a Recall/Service Campaign Parts Order on WinPortal for the serial number affected. You may include multiple serial numbers per order.

Procedure:

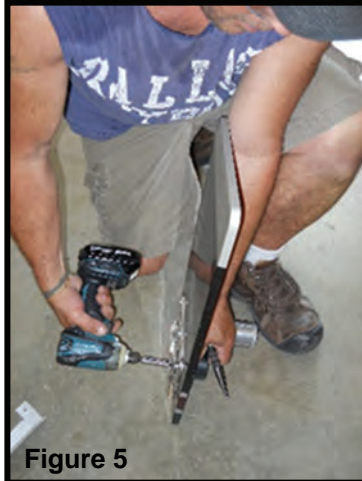
1. Turn off LP.
2. Remove 4 screws on furnace access door and remove door, Figures 2 - 4.

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@wgo.net. This document is confidential and is intended for dealer use only.



3. Remove vent from furnace access door, Figures 5 - 6. SAVE VENT FOR INSTALLATION IN NEW DOOR.

Write the coach serial number and Parts Order number on inside of door and return via prepaid freight to Winnebago Industries using the Part Return Packing Slip provided with this document. Attach an orange "Warranty Return Goods" label to the outside of the package. A newly painted door will be shipped to your dealership with the Furnace Re-Install Parts Kit. The original door will be used as a pattern for painting the new one. The turnaround time from receipt of the original door to shipping of the Parts Kit will be 2-4 business days.



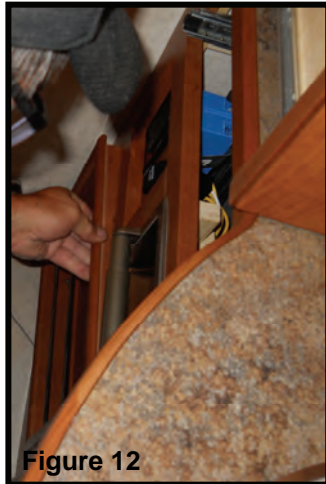
3. Disconnect LP line and cut wiring to furnace, Figures 7 - 9.



4. Inside of coach, remove vent in hallway to gain access to furnace ductwork, Figure 10. Detach ductwork from rear of furnace, Figure 11.



6. Remove drawer and magazine rack in bathroom for access to furnace, Figures 12 - 13.



7. Remove screws holding furnace cage in place, Figure 14.



8. Push furnace assembly in and tip up to gain access to ducting underneath, Figure 15. Detach ducting, Figure 16. Detach brackets on underside of cage and discard, Figure 17.



9. Remove furnace and cage from unit, Figures 18 - 20.



Figure 18



Figure 19



Figure 20

10. Remove furnace from cage, Figure 21.



Figure 21

11. Remove 2 knockout plugs from top (future bottom) of cage and discard, Figures 22 - 23.



Figure 22

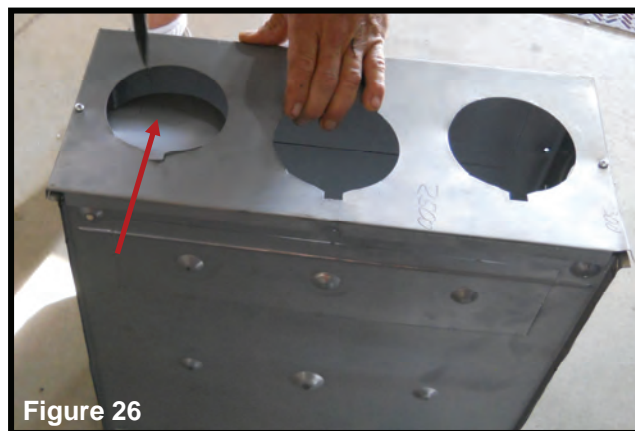


Figure 23

12. Install 2 knockout plugs in bottom (future top) of cage, Figures 24 - 25. Ensure plugs are secure and apply furnace tape around each plug.



13. On back of cage, remove knockout plug from top hole (future bottom hole) of cage and discard, Figure 26.



14. On back of cage, insert 1 knockout plug in bottom hole (future top hole) of cage, Figure 27. Ensure plug is secure and apply furnace tape around plug.



15. Route LP hose and wiring within opening as shown, Figure 28. At this time, use butt connectors and wire provided in kit to lengthen wiring as necessary.



Figure 28

16. Place provided lumber pieces into opening as shown. Insert cage and adjust lumber pieces as needed to provide correct support to furnace, Figures 29 - 30. Remove cage and screw lumber pieces in place using screws from kit.



Figure 29



Figure 30

17. Insert cage and attach ductwork to bottom, Figures 31 - 32. Secure cage on left side with 2 screws, Figure 33.



Figure 31

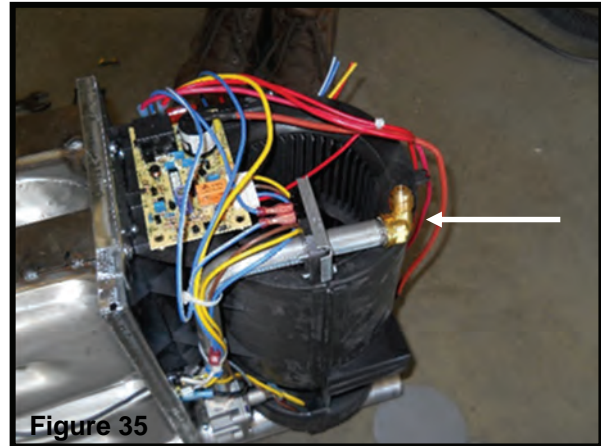
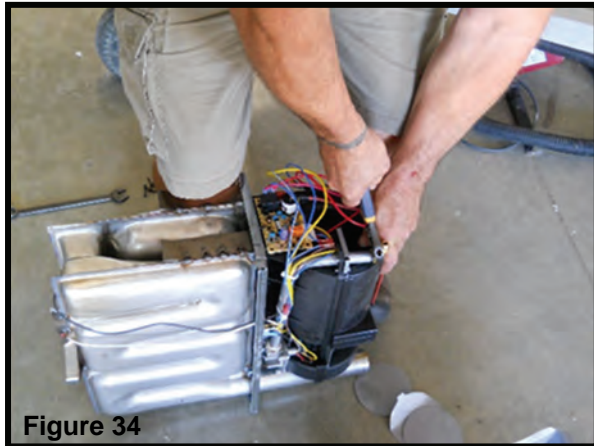


Figure 32

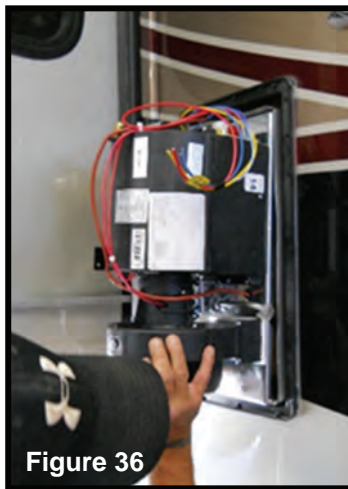


Figure 33

18. Rotate LP fitting on furnace approximately 45°, Figures 34 - 35.



19. Insert furnace in cage as shown, Figures 36 - 37. Attach with 1 screw on left side, Figure 38.



20. In bathroom where magazine rack was removed, reattach wiring to furnace, Figures 39 - 40.

- Blue - JJ
- Yellow - JM1
- Red - JB1
- Blue w/white - JH3



21. Reattach magazine rack and reinstall drawer, Figure 41.



22. Attach ductwork to rear of furnace in hallway access, Figure 42. Reattach vent cover, Figure 43.



23. Attach LP line to furnace, Figure 44.



24. Install vent from Step 3 into new furnace access door, Figures 45 - 46. Lip of vent should orient towards the top of the door.



Figure 45



Figure 46

25. Install new furnace access door, Figure 47.



Figure 47

26. Perform LP drop test and run furnace to test operation.



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 or 2016 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 inspect the furnace installation on your motor home and correct if needed.

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 2 hours, however your dealer will require additional time to return the furnace door to Winnebago Industries to be repainted.

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 December 4, 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

WINNEBAGO INDUSTRIES, INC.
605 W. CRYSTAL LAKE RD.
FOREST CITY, IOWA 50436
ATTN: WARRANTY RETURNS

PART RETURN PACKING SLIP—SERVICE CAMPAIGN 66-01

DEALER #: _____

NAME: _____

ADDRESS: _____

1. CREATE A RECALL/SERVICE CAMPAIGN PARTS ORDER ON WINPORTAL.
2. PLEASE WRITE THE SERIAL NUMBER OF THE VEHICLE AND THE PARTS ORDER NUMBER ON THE INSIDE OF THE FURNACE DOOR.
3. ENCLOSE A COPY OF THIS PACKING SLIP IN THE CARTON WITH THE FURNACE DOOR.
4. AFFIX AN **ORANGE** "WARRANTY RETURN GOODS" STICKER TO THE OUTSIDE OF THE CARTON AND SHIP TO THE ABOVE ADDRESS.

RETURNING FOR SERVICE CAMPAIGN #66-01. WINNEBAGO SERIAL #: _____

WINNEBAGO PARTS ORDER NUMBER: _____

I HAVE PACKAGED THIS PART ACCORDING TO THE ABOVE DIRECTIONS.

SIGNATURE _____ DATE _____

PRINT NAME _____

ANY QUESTIONS CALL _____ (PHONE NO.)

TRACKING # _____ (OPTIONAL)