



## General Parts and Service Letter

**TO:** All Winnebago Industries Dealers  
**DATE:** February 24, 2017  
**SUBJECT:** Winnebago Industries Parts and Service Policy & Procedure Manual

**PLEASE FORWARD THIS INFORMATION TO YOUR RV SERVICE AND WARRANTY MANAGERS.**

The new Winnebago Industries Parts and Service Policy and Procedure (P&P) manual is now available on WinPortal: *Service > Service Resources > Documents*. This manual contains information regarding the warranties, service policies, service procedures, and parts policies of Winnebago Industries. All dealership personnel involved with servicing, ordering parts for, or submitting warranty claims on Winnebago Industries produced vehicles should become familiar with the contents and use of this manual.

All new or revised information is summarized on the attached page. The provisions outlined in this manual become effective March 1, 2017.

If questions arise concerning the use of this manual, please contact Winnebago Industries:

* Warranty Department	1-800-628-7692
* Part Sales Department	1-800-556-9670
* Service Department	1-866-653-4329

NOTE: These telephone numbers are intended for Winnebago Industries dealer use only and should not be given to the general public.

This notice is for information only.

A handwritten signature in black ink that reads "Steven R. Evenson". The signature is written in a cursive style with a large, sweeping "S" at the beginning and a stylized "E" at the end.

Steven R. Evenson  
Director of Parts and Service

G.P.S. 7SB014-17-01A

## Policy & Procedure Manual Changes – Fiscal 2017

<b>Section</b>	<b>Page</b>	<b>Section Title</b>	<b>Change Incorporated</b>
2-1	18	Dealer Requests for Service Assistance	Addition - Visiting owners
2-2	19-20	Service Authorization	Addition - Service Authorization Repair Capabilities Submission through WinPortal Straight time/Sublets Valid for 90 days
2-3	21  24-26	Reimbursement Policies	Flat rate times/Straight time repairs Establishing rate-complete walk through Coach Batteries Service Information Chassis Battery Additions - Security, Display, Cleaning General Maintenance, Winterization
2-5	33-34	New Vehicle Pre-Delivery	Additions - Adjustments, Touch up, Cleaning Water System, General
2-6	39	New Vehicle Delivery Instructions	Customer Satisfaction
3-2	46	Return of Defective Warranty Parts	Addition to digital pictures for large/over-sized parts
3-4	50	Transportation Claims	New Contact – Traffic Department
3-6	55	Documentation	Addition – Warranty Analysis