

**MODELS**

**AFFECTED:** Certain 2017 & 2018 Winnebago View and Navion model 524J coaches

**DATE:** November 10, 2017

**SUBJECT:** Removal of Satellite Cable Locating Label on Roof

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**PLEASE FORWARD THIS INFORMATION TO YOUR RV SERVICE MANAGER.**

Winnebago Industries is conducting a Field Service Campaign to remove the satellite cable locating label (pictured at right) from the roof of certain 2017 and 2018 View/Navion coaches. The label was inadvertently installed in the wrong location and will need to be removed to prevent damage to the roof if someone were to attempt to install a satellite dish in this location.



**Label to be removed**

**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. These owners are being directed to remove the label or 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. Do not deliver any subject units to a customer until the label has been removed.

**Repair Procedure:**

On stock vehicles, we request that you remove the label, then place the attached 'Instructions for Locating Satellite Wiring' document in the Entertainment section of the vehicle's InfoCase (the black bag that contains the Operator's Manual, etc.).

**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
Satellite Label Removal	05680499	0.1	6804SB

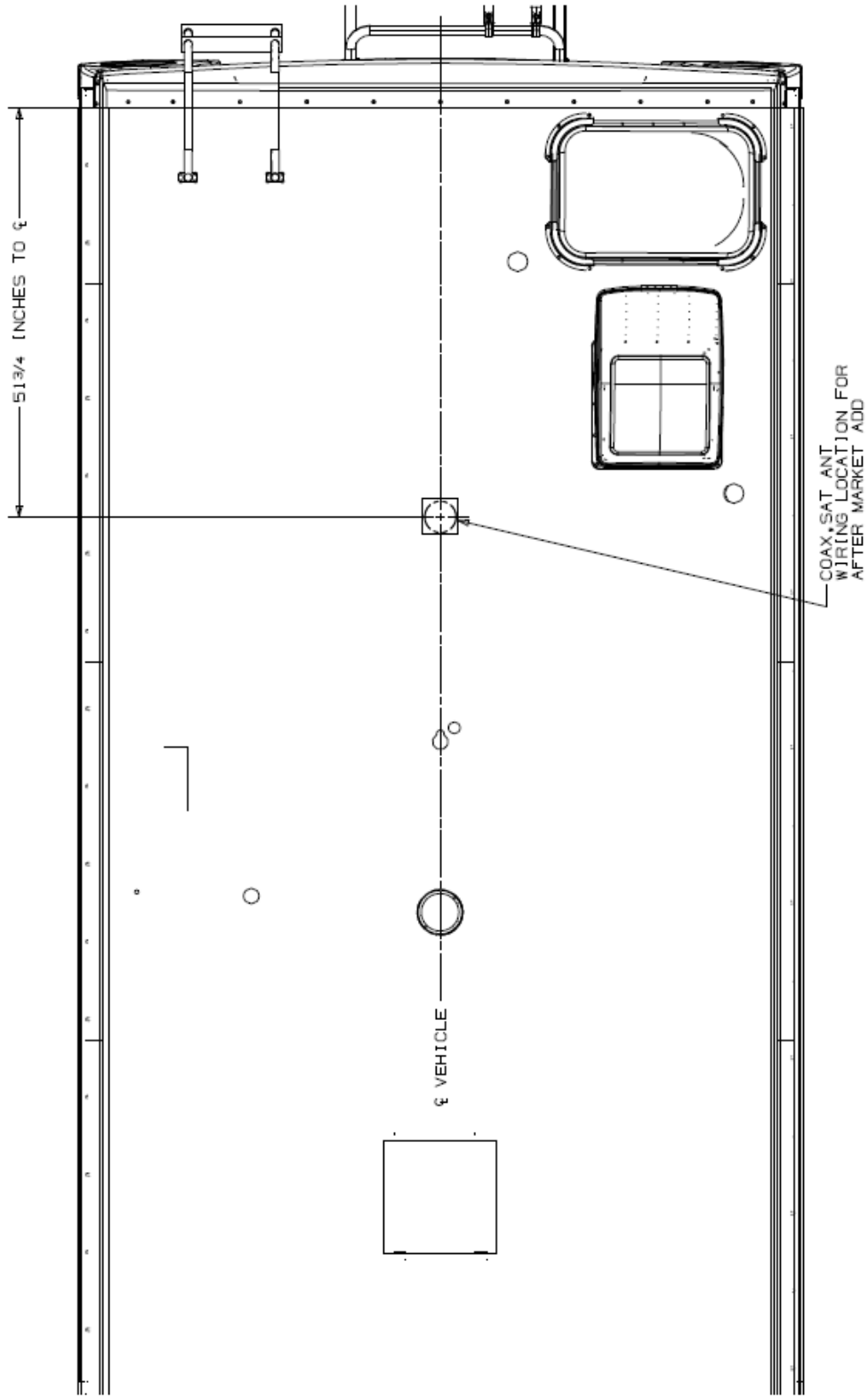
**If You Need Assistance**

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](mailto:techservice@winnebagoind.com).

Thank you for your cooperation.

Steven R. Evenson  
Director of Parts and Service

INSTRUCTIONS FOR LOCATING  
SATELLITE WIRING IN ROOF OF 524J



524J ROOF  
SHOWN FROM EXTERIOR

$\epsilon$  = CENTER LINE



## 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 2017 or 2018 Winnebago Industries motor home.

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

### Possible Issue

Winnebago Industries, Inc. has found that the 'Locating Label' (pictured at right) for the satellite dish wiring was inadvertently installed in the wrong location on the roof. To avoid confusion, we ask that the label be removed at your earliest convenience.

The attached document, "Instructions for Locating Satellite Wiring in Roof", should be retained for future reference. We recommend placing it in the Entertainment section of your InfoCase (the black bag that contains your Operator's and Supplement Manuals).



### What You Should Do

If you choose to remove the label, rather than returning to your dealer, we ask that you use all necessary caution when accessing and walking on the roof, this surface can be slick in certain conditions. If you are not comfortable removing the label, please present this letter to your dealer on your next visit and ask them to remove the label for you.

### If You Need Assistance

If you have questions or need assistance, please contact the 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](mailto: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