



Service Campaign 68-12

MODELS

AFFECTED: 2017 & 2018 Winnebago Grand Tours

DATE: April 6, 2018

SUBJECT: Air Level Harness Correction

PLEASE FORWARD THIS INFORMATION TO YOUR RV SERVICE MANAGER.

Winnebago Industries is conducting a Field Service Campaign on certain 2017 & 2018 Winnebago Grand Tour models. This campaign is to correct the wire harness for vehicles equipped with the Air Level option.

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.

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: 7817

<u>Quantity</u>	<u>Part Description</u>	<u>Winnebago Industries Part Number</u>
1	Air Level Harness	SC7817-18-712

Reimbursement

When the service has been completed, submit a warranty claim using the operation number and TIC code listed below.

<u>DESCRIPTION</u>	<u>OPERATION NUMBER</u>	<u>TIME ALLOWANCE</u>	<u>TIC CODE</u>
Grand Tour Air Level Harness Correction	05681299	1.0	6812SB

FINAL CLAIMS NEED TO BE SUBMITTED NO LATER THAN OCTOBER 6, 2018.

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



2017 & 2018 Winnebago Grand Tour

Air Level Harness

Overview: Air Level harness correction

Parts Required:

- Air Level Harness #SC7817-18-712

Tools Required:

- Flashlight
- Cordless Drill

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.



New harness with relays.



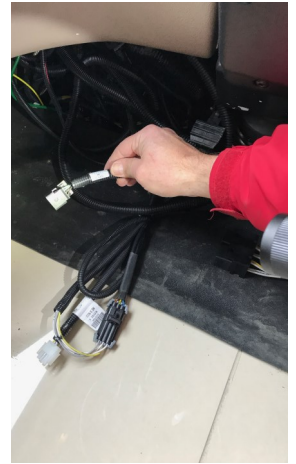
Old harness that will be discarded.

Procedure:

1. Adjust driver seat as far away from steering wheel as possible and rotate seat facing rear as shown. Remove driver side kick panel.



2. Locate harness 157534-13 under left side of dash. Unplug harness from Tag Dump switch behind dash. Unplug harness from the main IP wire harness and HWH wire harness. Keep track of plugs as you will install new harness in same plugs.



3. Install the connector on new harness to Tag Air Dump switch on dash. Ensure plug is oriented correctly.



4. Install 2 pin white housing on new harness to IP main wire harness (same plug that old harness was plugged into), and 3 pin white housing to HWH wire harness (same plug that old harness was plugged into).



5. Install 4 pin black housing to Freightliner chassis plug labeled 'Tag Dump'. This plug will be located in the opening in the cab floor.



6. Start coach and press Tag Dump switch. The harness is installed correctly when Tag Dumped displays on dash.



7. Tie up wires and reinstall kick panel.





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 may affect your Winnebago Industries motor home.

Winnebago Industries is conducting a Field Service Campaign on certain 2017 and 2018 Winnebago Grand Tours. This campaign is to correct the wire harness for vehicles equipped with the Air Level option.

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 correct the air level wiring harness installation.

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 October 6, 2018 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