



Service Campaign 68-14

MODELS

AFFECTED: 2018 & 2019 Revels

DATE: July 13, 2018

SUBJECT: Revel Heating System

PLEASE FORWARD THIS INFORMATION TO YOUR RV SERVICE MANAGER.

Winnebago Industries is conducting a Field Service Campaign on certain 2018 & 2019 Revel models. It has been determined the coolant in the heating system may cause damage to the system components. This campaign is to flush the heating system and refill with the approved coolant.

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: 7818

Quantity	Part Description	Winnebago Industries Part Number
1	Label-Coolant Specification	SC7818-18-714

Reimbursement

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

DESCRIPTION	OPERATION NUMBER	TIME ALLOWANCE	TIC CODE
Revel Heating System	05681499	3.0	6814SB

If the vehicle is out of warranty, use service authorization 02G6814T when filing your claim.

FINAL CLAIMS NEED TO BE SUBMITTED NO LATER THAN DECEMBER 22, 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



2018 & 2019 Revel

Heating System

Overview: Revel Heating System - Flush, Rinse & Refill Procedure

Parts Required:

- 1 gallon Dex-Cool Antifreeze, obtain locally
- Deionized (DI) water
- 1 Coolant Specification Label

Tools/Supplies Required:

- Cordless Drill
- 3 Clamps (pictured)
- Drain lines
- 5 gallon buckets
- Water pump
- Strainer filter
- Refractometer



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.

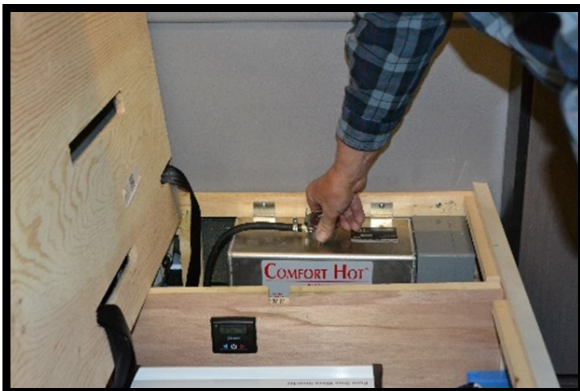
CAUTION: Raise and lower coach as needed to complete procedure.

Procedure:

1. Remove dinette seat back, seat cushion and filler cushion from dinette. Set aside.
2. Remove screws on dinette seat base access panel and lift up.



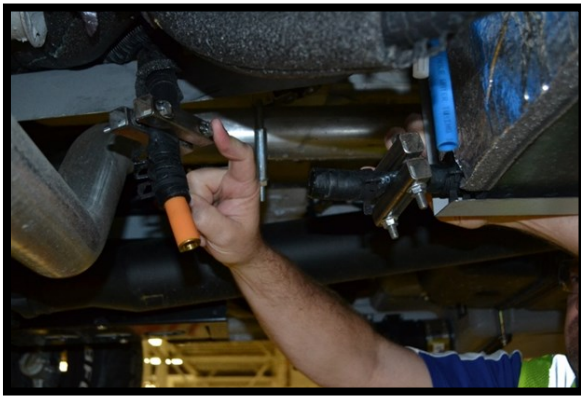
3. Remove Comfort Hot Coolant Tank Cap



4. Put motorhome on lift and raise.
5. Locate the hydronic heat lines on the rear of the water tank (just in front of the right rear tire), specifically the line entering the insulated water tank closest to the driveshaft. Pinch off the (2) sections of rubber heater hose exiting the tank with clamps. This section of lines is considered the fill and drain point for the system.



6. Release the hose clamps so the heater hose line section can be twisted and separated.



7. Attach long drain lines and place hoses inside a bucket.



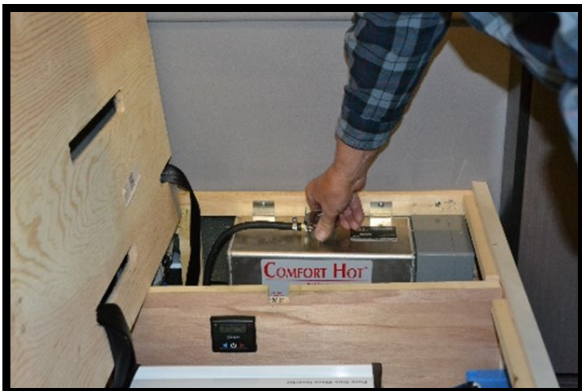
8. Loosen clamps to allow antifreeze to drain from the system.



9. Attach an air hose into the Comfort Hot Coolant Tank and blow air through the system for approximately 5 minutes or until antifreeze is fully drained from the system.



10. Reinstall Comfort Hot Coolant Tank cap.



11. Unhook the drain line from the hose exiting the water tank to prepare the system for a purified water “Back-Flush”.



12. Get an empty bucket and place a strainer filter under the drain line to catch any debris that may be in the system. Excessive debris may require an additional flush. Contact Tech Service with any questions or concerns.



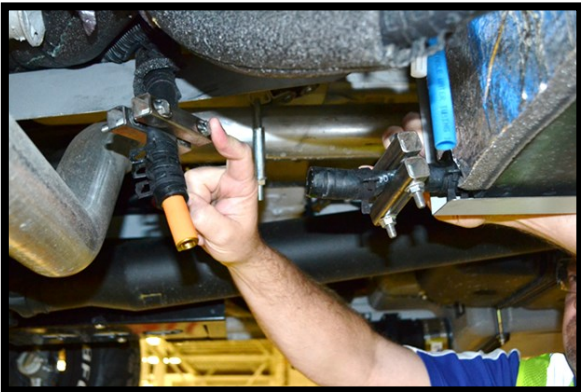
13. Pinch off hydronic heat line in front of solenoid valve to ensure the backflush water is routed through all system components.



14. Pump 5 gallons of Deionized (DI) water through the system. **Note: If standard 'tap' water is used, damage to the system may occur.**



15. The flow of the 'backflush' water needs to be the reversed flow of the hydronic heat system - rear coach heater, front coach heater, coolant pump, comfort hot tank, domestic water plate exchanger, and diesel heater - and out the return line disconnected from water tank to bucket under coach. *See heating system schematic for additional information.*
16. Pinch off the (2) sections of rubber heater hose exiting the water tank and reconnect the fill and drain point for the system.



17. Remove all (3) clamps.

18. Remove Comfort Hot Coolant Tank cap and fill tank with DI water.



19. Turn up the thermostat, start the heating system and run it for 15 minutes to circulate water through the system.



20. Allow system to cool down.

21. Repeat Steps 3 through 17 until no debris is present.

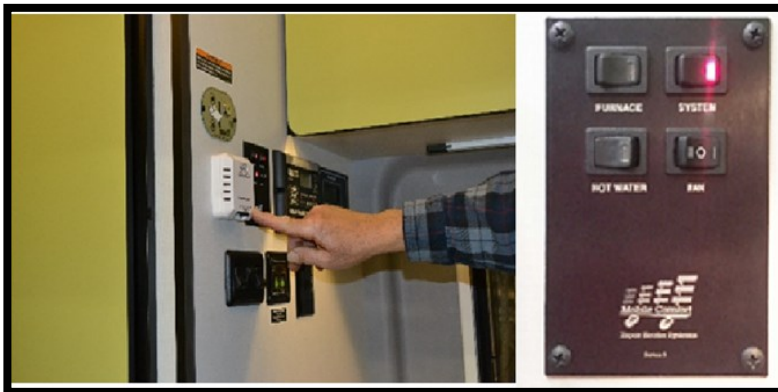
22. Remove Comfort Hot Coolant Tank cap and add 1 gallon of Dex-Cool antifreeze to the Comfort Hot Coolant Tank. Fill the remainder of the tank with DI water, within 1" of top of tank.



23. Attach Comfort Hot Coolant Tank cap.



24. Turn up the thermostat, start the heating system and run it for 15 minutes to circulate the water and coolant through the system.



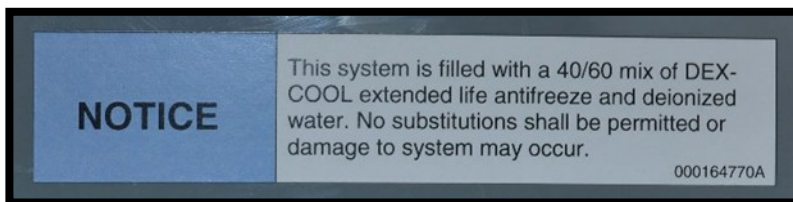
25. Test the Comfort Hot Coolant Tank Antifreeze level with refractometer. The level should read 60 (water)/ 40 (antifreeze). If the level is high, add more water to the system and retest.

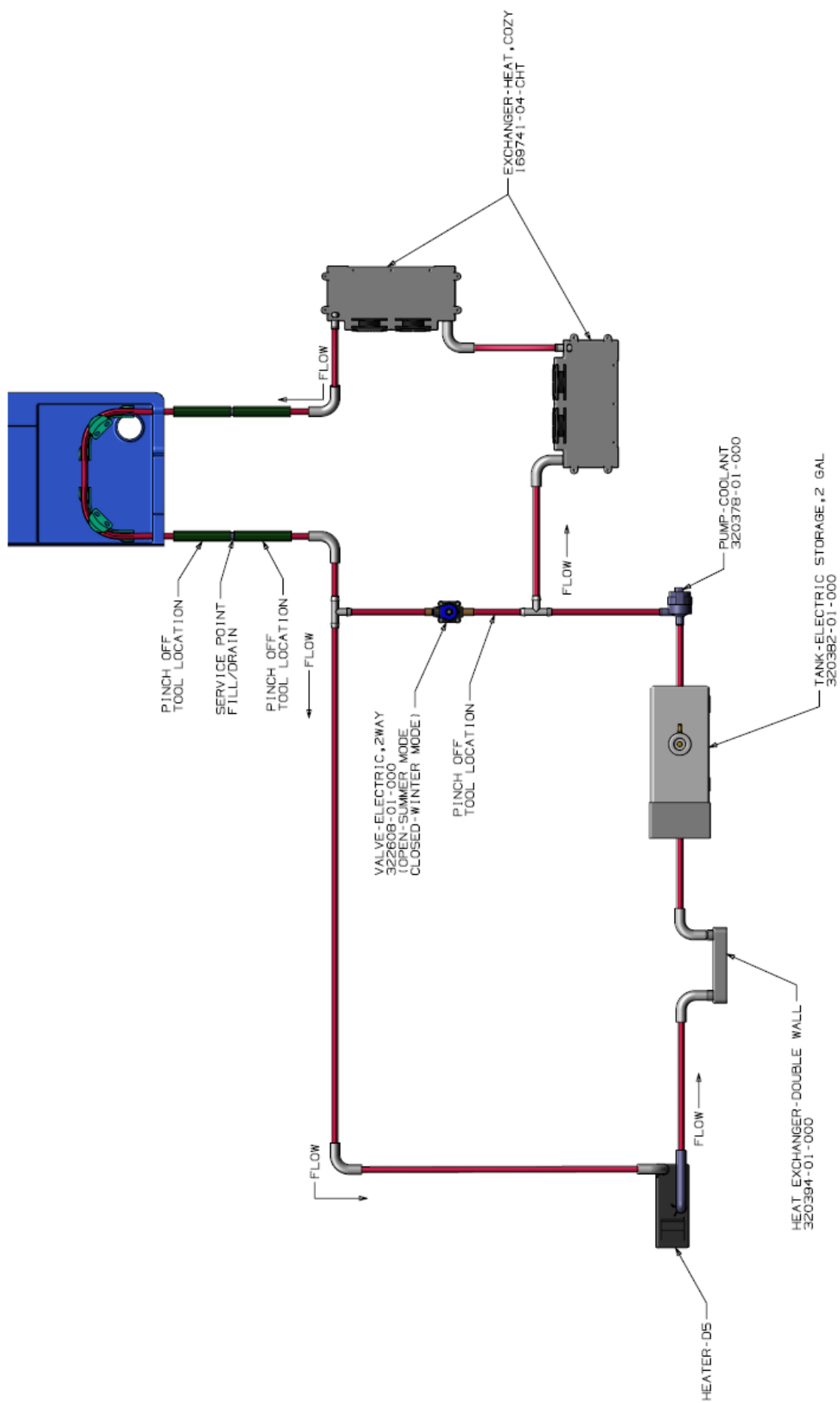


23. Attach Comfort Hot Coolant Tank cap.



24. Place NOTICE label from kit SC7818-18-714 on Comfort Hot Coolant Tank.







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 2018 and 2019 Winnebago Revels. This campaign is to flush the heating system and refill with the approved coolant.

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 flush and refill the coolant in your heating system.

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 3 hours, 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 December 22, 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