



## Service Campaign 68-16

**MODELS**

**AFFECTED:** 2019 Forza

**DATE:** July 25, 2018

**SUBJECT:** Forza Instrument Panel

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

Winnebago Industries is conducting a Field Service Campaign on certain 2019 Forza models. It has been determined the instrument panel mounting brackets may not be secure and could potentially become loose. This campaign is to remove and securely reinstall the instrument panel.

**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.

**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
Forza Instrument Panel	05681699	1.0	6816SB

If the vehicle is out of warranty, use service authorization 02G6816T when filing your claim.

**FINAL CLAIMS NEED TO BE SUBMITTED NO LATER THAN January 18, 2019.**

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 8:00 a.m. to 4:30 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



## 2019 Forza Instrument Panel

**Overview:** Forza Instrument Panel Reinstallation

**Tools/Supplies Required:**

- T15 Torx bit
- Adhesive
  - Plexus p/n 112901-03-000
  - Mixer Nozzle p/n 112902-03-000

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](mailto:techservice@wgo.net). This document is confidential and is intended for dealer use only.

**Procedure:**

1. Remove 7 T-15 screws holding the instrument panel bezel to the dash pod.
2. Unplug instrument panel, jacks down LED, four dash vent hoses and remove bezel assembly.
3. Lay bezel face down on soft surface, ensure instrument panel is centered in opening.
4. Ensure surface areas are clean. Add Plexus to the mounting bracket at the corners as shown in Figure 1. Let sit for 20 minutes.
5. Reinstall instrument panel bezel assembly.
6. Test jack down LED and instrument panel.



Figure 1



**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 2019 Winnebago Forzas. This campaign is to ensure the instrument panel is installed securely.

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 remove and securely reinstall the instrument panel.

**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 January 18, 2019 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 8:00 a.m. to 4:30 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