



Service Campaign 69-18

MODELS

AFFECTED: 2018 & 2019 Aspect & Cambria Models

DATE: October 26, 2018

SUBJECT: Firmware Update for Infotainment Radio

PLEASE FORWARD THIS INFORMATION TO YOUR RV SERVICE MANAGER.

Winnebago Industries is conducting a Field Service Campaign on certain 2018 & 2019 Aspect & Cambria models. The Infotainment Radio in these units requires a firmware update so that it will not play DVDs while the vehicle is in drive. It should only play DVDs when the vehicle's parking brake is activated.

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
Firmware Update	05691899	0.3	6918SB

If the vehicle is out of warranty, use service authorization 02G6918T when filing your claim.

FINAL CLAIMS NEED TO BE SUBMITTED NO LATER THAN APRIL 26, 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.

Thank you for your cooperation.

Steven R. Evenson
Director of Parts and Service



2018 & 2019 Aspect & Cambria Models Firmware Update Process for XSG2NA

Tools/Supplies Required:

- USB stick
 - * should be new or have no other data on it
 - * once firmware is downloaded to stick, it can be used to update multiple radios

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.

Procedure:

Step 1:

Download the firmware below:

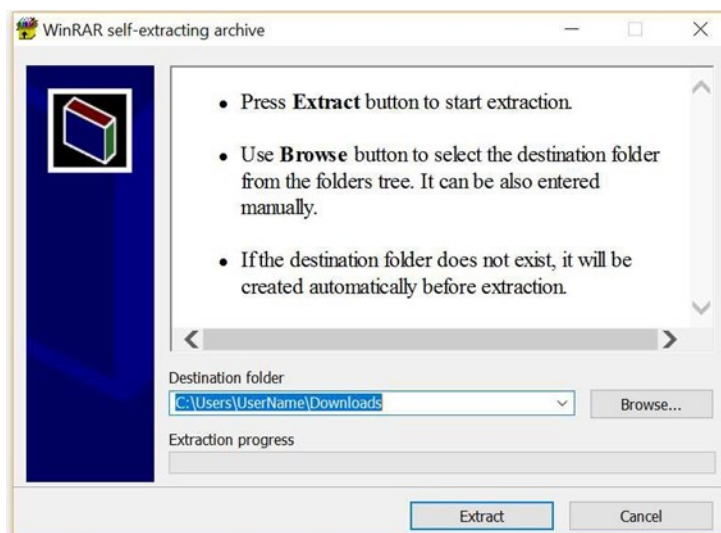
<http://service.xitesolutions.com/Content/Firmware/X2S-SYSTEM-WB-05-09-2018.exe>

Step 2:

The download will be available at the bottom portion of the computer screen. Select the download. An option will come up to save or run the download. Run the download.

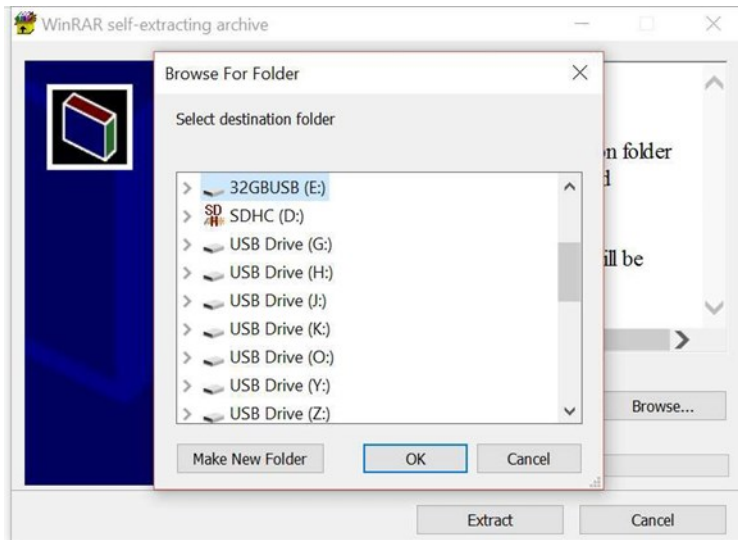
Step 3:

After running the download an option to extract will pop up.



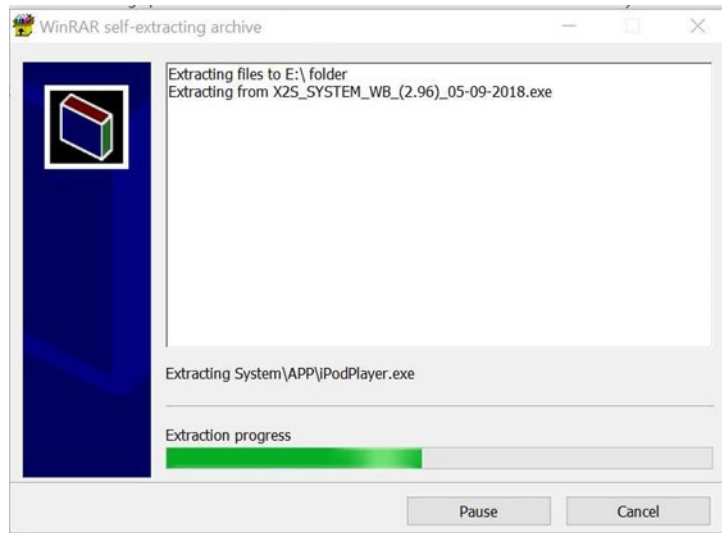
Step 4.

Before selecting extract, choose the destination of the firmware by selecting “Browse”. Select the USB as the destination. In this example “32GBUSB” is the USB destination. Select OK.



Step 5.

Select “Extract”. The firmware will then extract to the USB stick.



Step 6.

Confirm that only the firmware is on the USB. The USB drive should only have a System Folder and a gsMicomImage.mcm file on it. Right click on the drive and select “Eject” to safely eject the USB.

Step 7.

Open the cover and insert USB with firmware directly into the USB port on the radio.



Step 8.

Select USB from the main menu of the radio.



Step 9.

The firmware upgrade will begin.
This will take up to 5 minutes to complete.
When the upgrade is finished the radio will reboot.



Step 10.

After the radio reboots you may remove the USB stick. The radio is now up to date. Verify the correct operation of the park brake selection by using a Video DVD in the player. When the park brake is disengaged, the following message should be displayed.



When the brake is engaged, video playback is available.



**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 Aspect & Cambria models. This campaign is to perform a firmware upgrade to your Infotainment Radio to provide for proper operation of the system.

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 perform the necessary firmware upgrade.

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 less than an hour, however your dealer may 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 April 26, 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.

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