



Service Campaign 70-22

MODELS

AFFECTED: 2020 View & Navion

DATE: November 18, 2019

SUBJECT: Front Cap and Shower Repair

PLEASE FORWARD THIS INFORMATION TO YOUR RV SERVICE MANAGER.

Winnebago Industries is conducting a Field Service Campaign on certain 2020 View & Navion models. It has been determined the front cap may have inadequate sealant. In addition, the shower fitting has the potential to leak. This campaign is to ensure the front cap is properly sealed and verify the shower fitting.

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
Front Cap & Shower Repair	05702299	4.0	7022SB

If the vehicle is out of warranty, use service authorization 02G7022T when filing your claim.

FINAL CLAIMS NEED TO BE SUBMITTED BY May 18, 2020.

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.

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Director, Customer Support



2020 View & Navion Front Cap & Shower Repair

Overview: This campaign is to ensure the front cap has adequate sealant and verify the shower fitting.

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.

Supplies Required:

- Manus Sealant, Winnebago p/n 185987-03-11A
- Manus Sealant, Winnebago p/n 185987-03-02A
- Hickson Clear Body Seam Sealer, Winnebago p/n 094401-04-000
- Bondaflex Silicone, Winnebago p/n 328744-01-01A
- Nipple—1/2" MPT x 1/2" MPT, Winnebago p/n 316564-01-000 or source locally
- Cap—1/2"P, Winnebago p/n 114427-01-000 or source locally
- Masking Tape

Procedure:

NOTE: It is necessary to follow steps in order to ensure sealant has adequate time to set up.

Steps 1 through 4 are at the wingwall and will require clear body seam sealer (094401-04-000).

1. Clean exterior seam between wingwall and cap.



Figure 1



Figure 2

2. Apply a generous amount of sealant at the corner to backfill and bridge the gap in corner.



Figure 3

3. Cap seal the seam between the wingwall and cap. Tool sealant for best appearance.

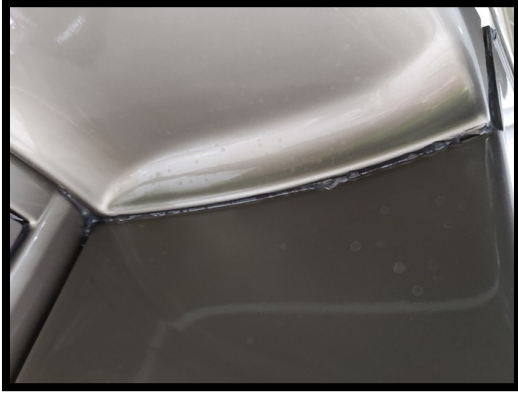


Figure 4



Figure 5

4. Repeat Steps 1-3 for both driver and passenger sides.

Steps 5 through 8 are regarding the cabover windows and will require sealant (185987-03-02A).

5. Remove clear gutter seal that lines the top of the cabover window, clean with alcohol.
6. Tape off front cap using painters/masking tape, applying the tape parallel to the window. Tape should also be applied to the edge of the window. See Figure 6.



Figure 6

7. Apply sealant to top of window. Sealant must be backfilled and fill the pocket.



Figure 7

8. Tool sealant and remove tape.



Figure 8

9. Repeat Steps 5-8 for both driver and passenger side windows.

Step 10 is regarding the front clearance lights and will require clear body seam sealer (094401-04-000).

10. Trim any of the gasket that may be bulging around the front cap clearance lights. Cap seal lights using clear sealant around the tops, sides and bottom of the lights. Tool sealant to ensure no gaps or voids exist.



Figure 9



Figure 10

Move to the interior of the coach for the following steps that will require sealant (185987-03-11A).

11. Remove interior panels at the inside of the transition panels, right and left side (Figure 11).



Figure 11

12. Remove the screws from the panel that closes off the sleeper deck at the rear of the cab (Figure 12).



Figure 12

13. The interior transition panel should now be loose, move it out of the way of the interior panel.

14. Identify the TPO outer transitional panel and cut a 1" x 1" notch through the material at both sides as shown in Figure 13. Ensure the cut does not extend past the radius.



Figure 13

15. Fill the exposed cavity with Manus sealant at both driver and passenger sides. Be sure to bridge the bead of sealant from the front cap to the transition panel. Tool the sealant in the cavity to ensure no voids or gaps exist. (Figures 14 & 15).



Figure 14

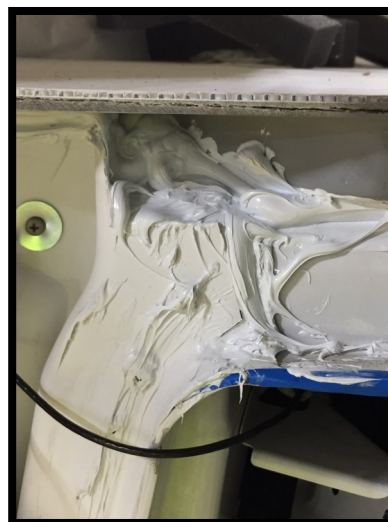


Figure 15

Steps 16 through 19 are regarding the shower valve and will require silicone sealant (328744-01-01A).

16. Conduct a 10 minute pressure test at 35 PSI with all valves closed to verify no leaks exist. If there is a drop in pressure, locate and repair the leak before proceeding, filing a regular warranty claim. Once it has been verified there are no leaks, remove the shower head and install 1/2" MPT x 1/2" MPT Nipple along with 1/2" plastic cap to end of shower hose. Ensure all fittings are tight. Turn the shower valve on all the way and conduct another 10 minute pressure test at 35 PSI.



Figure 16



Figure 17

17. If there is a drop in pressure, remove sealant around chrome elbow and turn clockwise one full rotation with hand.



Figure 18

18. Restart pressure test. If pressure still drops, turn elbow another full rotation clockwise. Repeat until there is no pressure drop.

19. Apply cap seal to elbow. Remove fittings from shower hose and reinstall shower head.

Return to the front cap for the following Steps.

20. Remove trim ring from interior of both cabover windows.



Figure 19

Return to the exterior for the following Steps.

21. Spray water towards window for up to one minute. Ensure no water is present inside. If water is present, check for voids in sealant.



Figure 20

22. Reinstall trim ring around both driver and passenger side windows.
23. Spray water at the seam where the transition panel, cab and front cap meet on the exterior for a minimum of one minute. Check for leaks at interior transition panel where sealant was applied. Reseal and tool as necessary. Continue until no water leaks are present. Repeat for both driver and passenger side.



Figure 21

Return to the interior for the final Step.

24. Reassemble the interior panels.
25. If water is present in the front cap, contact Tech Service for further repair direction at 866-653-4329.



**FOR YOUR INFORMATION
-COPY OF OWNER INFORMATION-**

RE: BODY SERIAL
CHASSIS SERIAL

Dear Winnebago Industries Motorhome Owner:

When you purchased your new Winnebago Industries produced motorhome, 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 motorhome.

Winnebago Industries is conducting a Field Service Campaign on certain 2020 Winnebago View and Navion models. This campaign is to ensure the front cap is properly sealed and to verify the shower fitting.

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 seal the front cap and verify the shower fitting.

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 4 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 May 18, 2020 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 motorhome.

Winnebago Motorhomes
Forest City, IA 50436