



Service Campaign 70-27

MODELS

AFFECTED: 2020 Boldt

DATE: March 4, 2020

SUBJECT: Water Tank Heater Pad Wiring

PLEASE FORWARD THIS INFORMATION TO YOUR RV SERVICE MANAGER.

Winnebago Motorhomes is conducting a Field Service Campaign on certain 2020 Boldt models. It has been determined the water tank heating pad may remain powered even when the water tank heater switch is off. This campaign is to replace the water tank heater pad wire assembly harness.

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 Motorhome 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 serial number for the affected vehicle to place the order.

Campaign Dealer Number: 7822

<u>Quantity</u>	<u>Part Description</u>	<u>Winnebago Industries Part Number</u>
1	Water Tank Heater Pad Wiring	SC7822-20-727

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
Water Tank Heater Pad Wiring	05702799	0.4	7027SB

If the vehicle is out of warranty, use service authorization 73G7027T when filing your claim.

FINAL CLAIMS NEED TO BE SUBMITTED BY SEPTEMBER 4, 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 the Winnebago Motorhome 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 Boldt

Water Tank Heater Pad Wiring

Overview: This campaign is to replace the water tank heater pad wiring harness.

Parts Required:

- Wire Assembly - Water Tank Heater

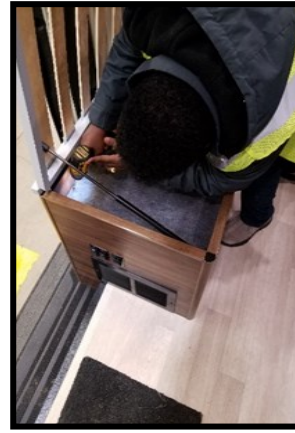


NOTICE

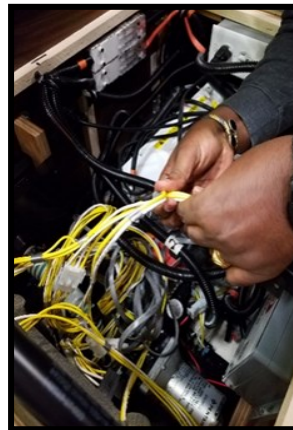
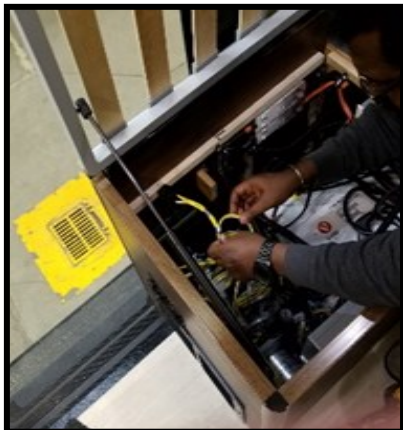
Read the entire instructions carefully before starting the procedure. If you have any questions, please contact the Winnebago Motorhome Technical Service Department by calling 1-866-653-4329 or by email at techservice@wgo.net. This document is confidential and is intended for dealer use only.

Procedure for 70KL:

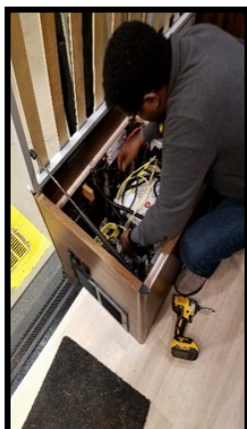
1. Lift bed rack on passenger side bed. Unscrew four screws on access cover. Remove Cover.



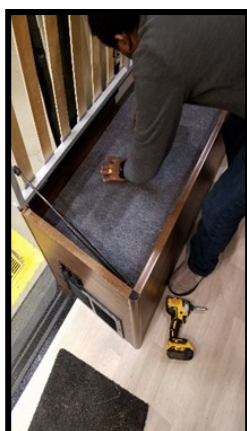
2. Locate water tank heater pad wiring harness with relay and remove. The harness will have a 4 pin connector with 4 wires and a 3 pin connector with 2 wires.



3. Use relay from original harness and install new harness.

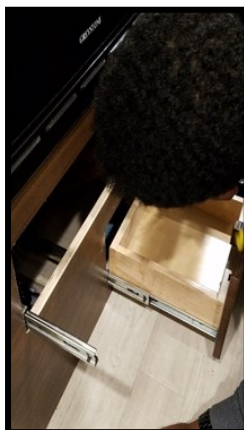


4. Reinstall access cover. Install four screws. Lower bed rack.



Procedure for 70BL:

1. Remove both galley drawers on passenger side of coach.
2. Locate water tank heater pad wiring harness and remove. (Description of harness noted in Step 2 of 70KL procedure)
3. Use relay from original harness and install new harness.
4. Reinstall galley drawers.





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

RE: BODY SERIAL
CHASSIS SERIAL

Dear Winnebago Motorhome Owner:

When you purchased your new Winnebago 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 motorhome.

Winnebago Motorhomes is conducting a Field Service Campaign on certain 2020 Winnebago Boldt models. It has been determined the water tank heating pad may remain powered even when the water tank heater switch is off. This campaign is to correct the condition by replacing the water tank heater pad wire assembly harness.

Our records indicate that you have purchased a vehicle with the serial number which appears above.

What We Will Do

Your Winnebago dealer will replace the water tank heater pad wire assembly harness.

What You Should Do

Contact your Winnebago Motorhome 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 30 minutes, 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 September 4, 2020 at which time the campaign will be closed.

If You Need Assistance

If you have questions or need assistance, please contact Winnebago Motorhome Customer Care at (800) 537-1885 Monday through Friday from 8:00 a.m. to 4:30 p.m. Central Time or by email: customercare@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 motorhome.

Winnebago Motorhomes
Forest City, IA 50436