Service Campaign 70-75

MODELS AFFECTED: 2020 View & Navion

DATE: August 3, 2020

SUBJECT: Entry Door Strut

PLEASE FORWARD THIS INFORMATION TO YOUR RV SERVICE MANAGER.

Winnebago Motorhomes is conducting a Field Service Campaign on certain 2020 View & Navion models. It has been determined the entry door strut may not be adequate to cover a full range of operating conditions, with the potential to fail and damage the door. This campaign is to install a slow motion gas spring and metal bracket.

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: 7824

Quantity	Part Description	Winnebago Industries Part Number
1	Entry Door Strut Kit	SC7824-20-775

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
Entry Door Strut	05707599	0.5	7075SB

If the vehicle is out of warranty, use service authorization 73G7075T when filing your claim.

FINAL CLAIMS NEED TO BE SUBMITTED BY FEBRUARY 3, 2021.

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@wgo.net.

Thank you for your cooperation.

Dean Casad
Director, Customer Support

2020 View & Navion

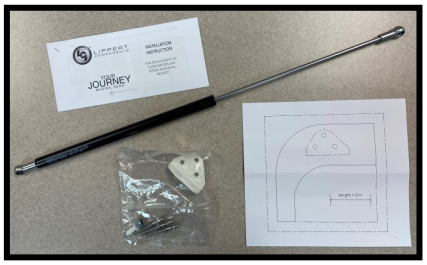
Entry Door Strut

Overview: This campaign is to replace the entry door strut.

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

Parts Required:

- Entry Door Strut Kit (SC7824-20-775) - includes the following:
  - LCI Instructions
  - Paper Template
  - Metal Bracket (1)
  - Nut (1)
  - Plastic Cap (1)
  - Rivet (3)
  - Slow Motion Gas Strut (1)



Procedure:

NOTE: The kit will include instructions from LCI. We are providing additional pictures to assist with the installation.

1. Remove the existing gas spring and the screw with spherical head (Figures 1-3). **Retain screw with spherical head (Figure 2) as it is reused**. Insert plastic cap from kit by applying pressure from above and rotating it clockwise (Figure 4).

Figure 1

Figure 2

Figure 3

Figure 4

2. Remove door gasket (Figures 5-6)

Figure 5

Figure 6

3. Attach hole guide on thermoformed panel and mark holes (Figure 7). **Pay attention to the alignment between the hole guide and thermoformed edges.**

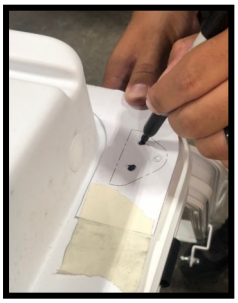


Figure 7

4. Drill holes for fixing plate using a 3/16” bit (Figures 8-10). **The depth of the hole must not exceed 10 mm.** Use a drill with a block at a depth of 10 mm (0.4”). It is recommend to first make a pre-hole with a smaller bit, for example 1/16”, and then increase the size of the hole using the 3/16” bit.

Figure 8

Figure 9

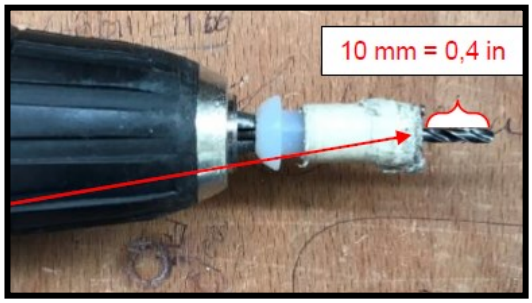


Figure 10

5. Attach the plate using three rivets supplied in the kit (Figures 11-12).

Figure 11

Figure 12

5. Attach the screw with spherical head from Step 1 using nut supplied in kit (Figures 13-14). Fit the door gasket back in place (Figure 15).

Figure 13

Figure 14

Figure 15

8. Attach slow motion gas spring supplied in kit (Figures 16-19).

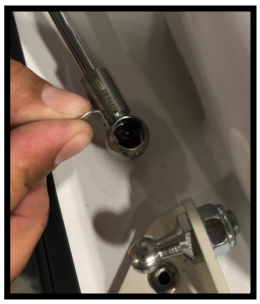


Figure 16

Figure 17

Figure 18

Figure 19

FOR YOUR INFORMATION
-COPY OF OWNER INFORMATION-

RE: BODY SERIAL
CHASSIS SERIAL

Dear Winnebago Motorhome Owner:

When you purchased your new Winnebago 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 View and Navion models. It has been determined the entry door strut may not be adequate to cover a full range of operating conditions, with the potential to fail and damage the door. This campaign is to install an upgraded strut.

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

What We Will Do
Your Winnebago dealer will install an upgraded strut.

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 1/2 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 February 3, 2021 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