



Service Campaign 70-77

MODELS

AFFECTED: 2021 View & Navion

DATE: August 12, 2020

SUBJECT: 2021 Entry Door Strut R&R

PLEASE FORWARD THIS INFORMATION TO YOUR RV SERVICE MANAGER.

Winnebago Motorhomes is conducting a Field Service Campaign on certain 2021 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: 7825

<u>Quantity</u>	<u>Part Description</u>	<u>Winnebago Industries Part Number</u>
1	Entry Door Strut Kit	SC7825-20-777

Reimbursement

When the service has been completed, submit a warranty claim using the operation number and TIC code listed below.

<u>DESCRIPTION</u>	<u>OPERATION NUMBER</u>	<u>TIME ALLOWANCE</u>	<u>TIC CODE</u>
2021 Entry Door Strut R&R	05707799	0.5	7077SB

If the vehicle is out of warranty, use service authorization 73G7077T when filing your claim.

FINAL CLAIMS NEED TO BE SUBMITTED BY FEBRUARY 12, 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.

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Director, Customer Support

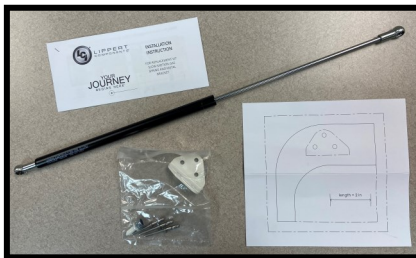


2021 View & Navion Entry Door Strut

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

Parts Required:

- Entry Door Strut Kit (SC7825-20-777) - includes the following:
 - LCI Instructions
 - Paper Template
 - Metal Bracket (1)
 - Nut (1)
 - Plastic Cap (1)
 - Rivet (3)
 - Slow Motion Gas Strut (1)



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.

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.**

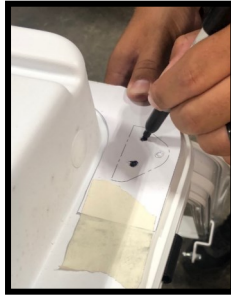


Figure 7

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

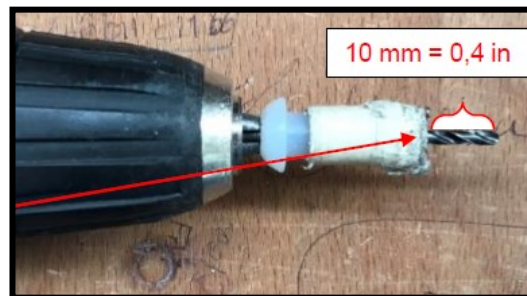


Figure 10

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

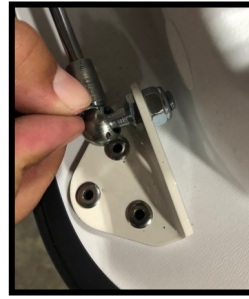


Figure 18



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 2021 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 12, 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