



Service Campaign 80-31

MODELS

AFFECTED: 2021 Solis

DATE: March 26, 2021

SUBJECT: Battery Relay Wiring

PLEASE FORWARD THIS INFORMATION TO YOUR RV SERVICE MANAGER.

Winnebago Motorhomes is conducting a Field Service Campaign on certain 2021 Solis models. It has been determined the battery relay may be wired incorrectly.

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.

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
Battery Relay Wiring	08803199	0.4	8031SB

If the vehicle is out of warranty, use service authorization 73G8031T when filing your claim.

FINAL CLAIMS NEED TO BE SUBMITTED BY SEPTEMBER 26, 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 of Customer Support, Winnebago-brand RVs



2021 Solis Battery Relay Wiring

Overview: This campaign is to ensure the battery relay is wired correctly.

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: techservice@wgo.net. This document is confidential and is intended for dealer use only.

Test:

1. Start the engine and check the solar panel control pad. If the voltage is under 14V with no increase detected, it indicates the relay is wired incorrectly.

Repair:

1. Remove the lower B post cover on the passenger side, locate the relay and rewire as shown:



P1 for Connect

Cav	Wire ID
30	SJ1
85	KE1
86	ZZJ1
87	DDE1



**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 Solis models. This campaign is to ensure the battery relay is wired correctly.

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

What We Will Do

Your Winnebago dealer will inspect and correct the wiring if necessary.

What You Should Do

You can perform an initial test by starting the engine and checking the solar panel control pad. If the voltage is under 14V with no increase detected, it indicates the relay is wired incorrectly and you should 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 September 26, 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: customer care@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