



General Parts and Service Letter

TO: All Winnebago Motorhome Dealers

DATE: September 1, 2021

SUBJECT: Customer Direct Parts

PLEASE FORWARD THIS INFORMATION TO YOUR PARTS AND SERVICE PERSONNEL

Winnebago Motorhomes is committed to your success! To that end we make it clear to all customers contacting the factory for parts or service information, that Winnebago parts and accessories are available only through our network of Winnebago Motorhome dealers. Customer-direct sales and research are no longer available through our Part Sales department.

Please do not refer customers or non-dealer service centers to the Winnebago factory for assistance with parts research or purchasing. Customers that contact us will be referred to their local dealer or to the online Dealer Locator found at www.winnebago.com. Distance is no issue; you are able to enter a customer's ship-to address on virtually all orders.

You have the tools, training and experience to assist customers in getting the right parts for their motorhome. Training on those tools is available 24/7 through videos on WinPortal and in online classes offered every month. If you need answers that are not easily found using the tools and resources online, Winnebago Part Sales personnel are available and eager to help you with them. We may be reached by phone or email at 800-556-9670 or partsales@wgo.net.

If you serve them well, customers that approach you for parts may become new coach buyers, Winnebago Promoters, and your best advertising!

Thank you for your continued partnership!

Dean Casad
Director, Customer Support

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