



Service Campaign 72-08

MODELS**AFFECTED:** 2022 EKKO**DATE:** January 28, 2022**SUBJECT:** Wire Assembly Diode

PLEASE FORWARD THIS INFORMATION TO YOUR RV SERVICE MANAGER.

Winnebago Motorhomes is conducting a Field Service Campaign on certain 2022 EKKO models. It has been determined that unintended use of the battery boost switch may cause damage to the Balmar regulator. This campaign will install a wire assembly diode to the battery boost solenoid.

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. Multiple serial numbers may be placed on a single order.

Campaign Dealer Number: 7834

<u>Quantity</u>	<u>Part Description</u>	<u>Winnebago Industries Part Number</u>
1	Wire Asm-Diode	SC7834-22-708

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
Wire Assembly Diode	05720899	0.7	7208SB

If the vehicle is out of warranty, use service authorization 73G7208T when filing your claim.

FINAL CLAIMS NEED TO BE SUBMITTED BY JULY 28, 2022.

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.

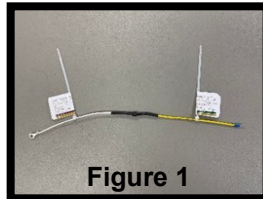
Dean Casad
Director, Customer Support



2022 EKKO Installing Wire Assembly-Diode to Battery Boost

Tools & Parts Required:

- Screw gun
- Phillips head attachment
- 1/4" drive ratchet
- 13mm socket
- Torque wrench set to 22 ft-lbs
- Wire Assembly Diode (Figure 1)



Read the entire instructions carefully before starting the procedure. If you have any questions, please contact Winnebago Industries' 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.

Procedure:

1. Shut off lithium batteries by pressing and holding the push button on top of each battery (Figure 2). The button will go dark (no longer glow blue) when the battery is off.



Figure 2

2. Disconnect the chassis battery cable from the engine jumpstart post under the hood (Figure 3).



Figure 3

3. Install Wire Assembly-Diode to the battery boost solenoid (located in compartment with inverter on driver's side). To gain access, removal of the inverter/battery breaker panel may be necessary if the inverter switch is forward facing above the inverter (Figure 4).
 - a. Connect yellow wire ring terminal to the smaller stud (coil) of the battery boost solenoid.
 - b. Connect white wire ring terminal to the screw for securing the battery boost solenoid mounting bracket to the panel.

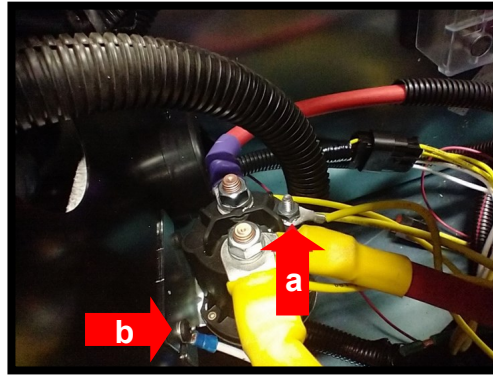


Figure 4

4. Reconnect chassis battery cable to jumpstart post under hood. Torque bolt to 22 ft-lbs.
5. Turn lithium batteries back on by pressing and releasing push button on top of each battery.
6. Press and hold the battery boost switch located on the lower dash panel of the steering wheel (Figure 5). After 5 seconds, release the battery boost switch. There should be an audible 'clunk' noise from the battery boost solenoid.



Figure 5

7. Repeat Step 6.
 - a. If there is a 'clunk' noise each time the battery boost switch is pressed/released, installation is complete.
 - b. If there is no 'clunk' noise, check for a blown 5 amp fuse inside the inverter compartment and check proper installation of diode.



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

RE: BODY SERIAL
CHASSIS SERIAL

Dear Winnebago RV Owner:

When you purchased your new Winnebago RV, 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 campaign that may affect your Winnebago RV.

Winnebago is conducting a Field Service Campaign on certain 2022 EKKO models. It has been determined that unintended use of the battery boost switch may cause damage to the Balmar regulator. This campaign will install a wire assembly diode to the battery boost solenoid.

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 a wire assembly diode to the battery boost solenoid.

What You Should Do

Contact your Winnebago 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 hour, however your dealer may require additional time to process your coach.

Important

This campaign and offer to provide service is at NO COST TO YOU and is valid until July 28, 2022, 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 RV.

Winnebago
Forest City, IA 50436