



Service Campaign 72-11

MODELS

AFFECTED: Winnebago Sunstar models built on the 2020 Ford 7.3L V8 chassis

DATE: June 13, 2022

SUBJECT: Poor Cooling from Dash Air Conditioning

PLEASE FORWARD THIS INFORMATION TO YOUR RV SERVICE MANAGER.

Winnebago Motorhomes is conducting a Field Service Campaign on certain Sunstar models built on the 2020 Ford 7.3L V8 chassis. It has been determined that the coolant lines to the water valve and heater core may be reversed, causing poor cooling from the dash air conditioning at highway speeds.

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: 7837

Quantity	Part Description	Winnebago Industries Part Number
1	Dash A/C Water Valve Campaign	SC7837-22-711

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
Poor Dash Cooling - Inspect Only	05721199	0.7	7211SB
Poor Dash Cooling - Repair	05721100	1.5	7211SB

NOTE: If the repair is needed, both operation numbers will be used for a total time of 2.2.

If the vehicle is out of warranty, use service authorization 73G7211T when filing your claim.

FINAL CLAIMS NEED TO BE SUBMITTED BY DECEMBER 13, 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.

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Director, Customer Support



Poor Cooling from Dash Air Conditioning

Winnebago Sunstar models built on the 2020 Ford 7.3L V8 chassis

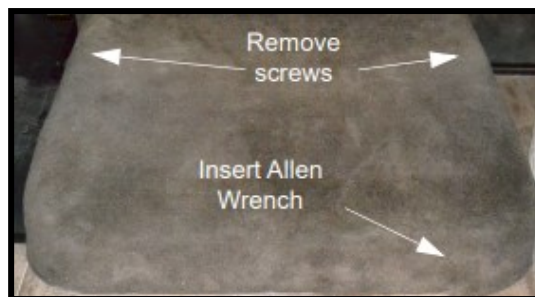
Overview:

Coolant lines to the water valve and heater core may be reversed. Inspect coolant lines for proper routing. If routed incorrectly, route correctly and replace water valve.

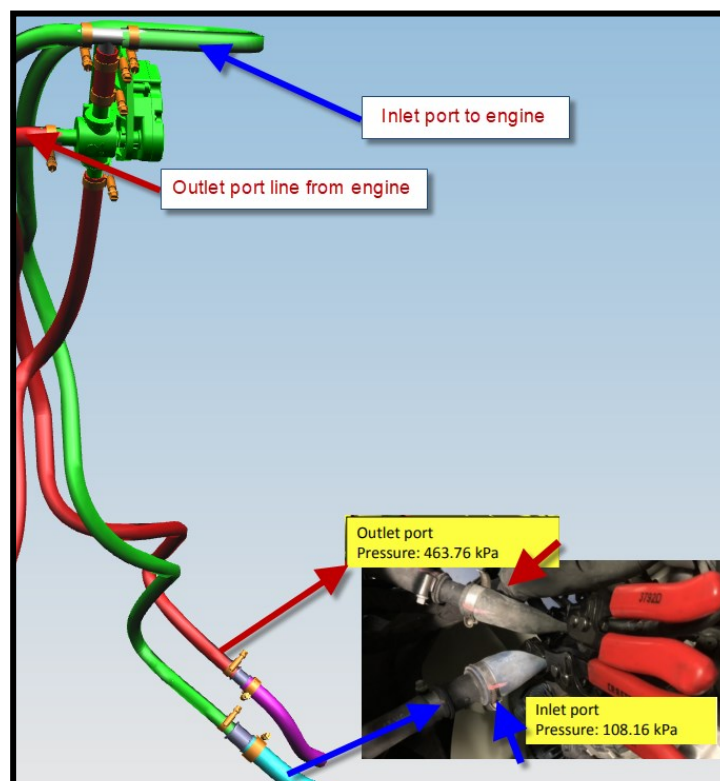
Read the entire instructions carefully before starting the procedure. If you have any questions, please contact Winnebago Industries' Technical Service Department by calling 1-866-653-4329 or by email: techservice@wgo.net. This document is confidential and is intended for dealer use only.

Procedure:

1. Remove engine cover.



2. Verify coolant line routing as shown below. If incorrect, route correctly and replace water valve.





**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 Sunstar models. It has been determined that the coolant lines to the water valve and heater core may be reversed, causing poor cooling from the dash air conditioning at highway speeds. This campaign will inspect the coolant line routing and correct if needed.

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 the coolant line routing and correct if needed.

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 1.5 hours, 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 December 13, 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