SERVICE CAMPAIGN 75-01 ECOFLOW FIRMWARE UPDATE
AFFECTED MODELS: 2025 REVEL

<Date>

«DEALER»
«ADDRESS»
«CITY» «STATE» «ZIP»
«COUNTRY»

PLEASE FORWARD THIS INFORMATION TO YOUR RV SERVICE MANAGER

Winnebago Motorhomes is conducting a Field Service Campaign on certain 2025 Revel models to perform a firmware update to the Ecoflow.

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. NOTE: Customers are instructed they can perform the update EITHER themselves, or with the help of a dealer at no cost to them. A copy of the owner notice is provided for your information.

Repair Procedure:
Refer to instruction sheet posted on WinPortal.

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
EcoFlow Firmware Update	08750199	0.3	7501SB

If the vehicle is out of warranty, use service authorization 73G7501T when filing your claim.

FINAL CLAIMS NEED TO BE SUBMITTED BY MARCH 27, 2025.

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 4:00 p.m. Central Time or by e-mail at: techservice@wgo.net.

Thank you for your cooperation.

Winnebago Motorhomes

605 W. Crystal Lake Road ▪ Forest City, IA 50436
Ph: 641-585-3535 ▪ Fax: 641-585-6966

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FOR YOUR INFORMATION
- COPY OF OWNER NOTICE -

RE: BODY SERIAL NUMBER
CHASSIS SERIAL NUMBER

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 2025 Revel models to ensure that you have the latest firmware update to the Ecoflow.

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

What You Can Do
To avoid an unnecessary trip to your dealer, you can perform the update by following the attached instructions. You can notify us when you have completed the update by completing the postcard included with this letter or contacting us at customercare@wgo.net or (800) 537-1885 with your Winnebago Body Serial Number.

What We Will Do
If you are not comfortable performing the update, 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 update will take less than 20 minutes; 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 March 27, 2025, 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 4:00 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 Motorhomes
Forest City, IA 50436

EcoFlow Firmware Update Procedure

Follow the steps below to assure that you have the latest firmware version installed on your Winnebago. It is recommended that you periodically perform this procedure to see if an update is available. This will assure that your system is operating at peak performance.

FIRMWARE UPDATE STEPS

1. Access the EcoFlow console screen
2. Connect to a WIFI Network
    a) On the MAIN SCREEN, tap the SETTINGS ICON in the upper right corner.
    b) Select WLAN (note: WIFI access is required to update firmware)
    c) Select a WIFI network from the list.
3. Update Firmware
    a) Return to MAIN screen and tap the SETTINGS ICON .
    b) Scroll down and select ABOUT.
    c) The POWER KIT CONSOLE and POWER HUB firmware versions are displayed.
    d) Select SOFTWARE UPDATE.
    e) Select UPGRADE. If an update is available, this will download the latest version. Do not disconnect WIFI during download.
    f) If you see the message, “Your Firmware is up-to-date”, you already have the latest version and no further update is available.
4. If you see the message, “Network Error”, check to see that you have a good WIFI connection or wait a few minutes and try again.

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