



**SERVICE CAMPAIGN 75-03 WINNCONNECT FIRMWARE UPDATE  
AFFECTED MODELS: VIEW & NAVION 524T**

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<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 View and Navion 524T models to perform a WinnConnect firmware update to resolve issues found in programming of the RV-1 as well as enhancements to the HMI screen.

**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. Customers are directed to contact a Winnebago Motorhome dealer for the service campaign to be performed at no cost to them. A copy of the customer notice is provided for your information.

**Repair Procedure:**

Refer to instruction sheet posted on WinPortal.

**Parts Information:**

The part order should be placed as an R: Recall type 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: 7849**

<u>Quantity</u>	<u>Part Description</u>	<u>Winnebago Industries Part Number</u>
1	WinnConnect Firmware Update	SC7849-25-703

**Reimbursement**

When the service has been completed, submit a warranty claim using the operation number and TIC code listed below.

<b>DESCRIPTION</b>	<b>OPERATION NUMBER</b>	<b>TIME ALLOWANCE</b>	<b>TIC CODE</b>
WinnConnect Firmware Update	05750399	1.0	7503SB

If the vehicle is out of warranty, use service authorization 93G7503T when filing your claim.

**FINAL CLAIMS NEED TO BE SUBMITTED BY JULY 31, 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](mailto:techservice@wgo.net).

Thank you for your cooperation.

Winnebago Motorhomes



**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 View and Navion 524T models to perform a firmware update to the Winnebago Connect to resolve issues found in programming of the RV-1 as well as enhancements to the HMI screen.

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

**What We Will Do**

Your Winnebago dealer will perform the firmware update.

**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 one 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 31, 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](mailto: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

# 2025 View/Navion Model 524T Firmware Update Campaign

## Tools & Supplies required-

- Screw gun with #2 & #3 Philips.
- 3/8" socket with 1/4" drive
- 1/4" drive drill bit extension 4" - 6" (optional)
- Flashlight

Campaign resolves issues found in programming of the RV-1 and provides enhancements to the HMI screen.

## Parts required: SC7849-25-703 Firmware Update Campaign

1. Wire Harness 360677-01-000
2. Pre-Programmed USB Sticks for C-Zone RV-1 Panel (Yellow & Green tagged drives)
3. Pre-Programmed USB Stick for Xantrex inverter (Red tagged drive)
4. Replacement panel screws (3) 000G50-04-20T

**This kit MUST be ordered to perform the campaign.**

**Only 1 set of USB sticks will be provided to Dealers doing this repair. Keep the set safe and available for any unit that arrives at your dealership for this Service Campaign**

1



2



3



4



**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](mailto:techservice@wgo.net). This document is confidential and is intended for dealer use only.**

# Background of Campaign

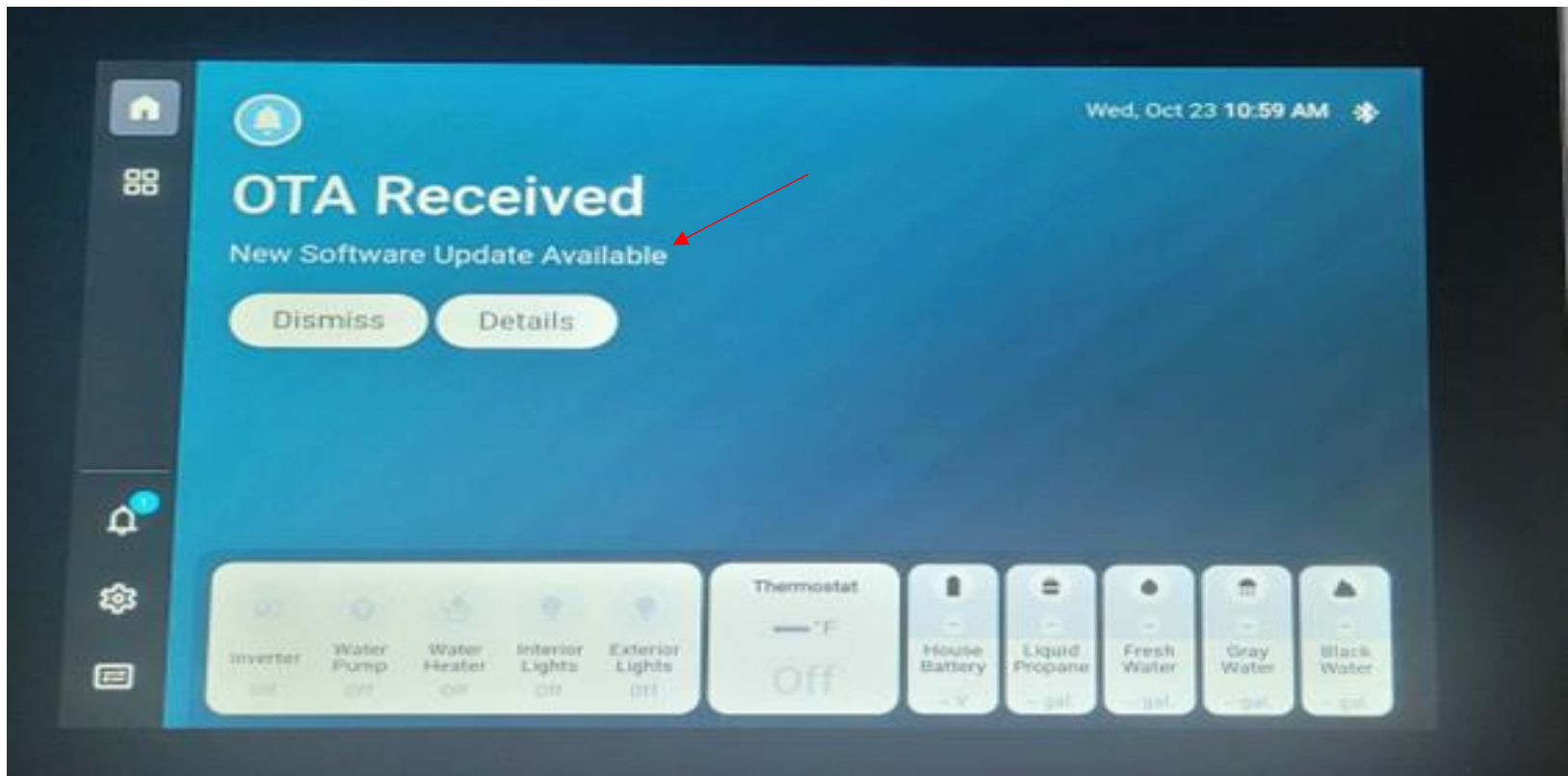
This campaign will cover the following: Ensuring the Winnebago Connect HMI software is up to date, updating the software of the RV-1, installing a secondary wire harness between the existing wire harness and RV-1, checking solar controller for proper battery type and updating the Xantrex inverter.

**\*\*Pre-condition – Battery state of charge needs to be at least 50% to run a software update. Coach 12v power to WinnConnect System needs to be on at least 15 minutes before doing HMI update.\*\***



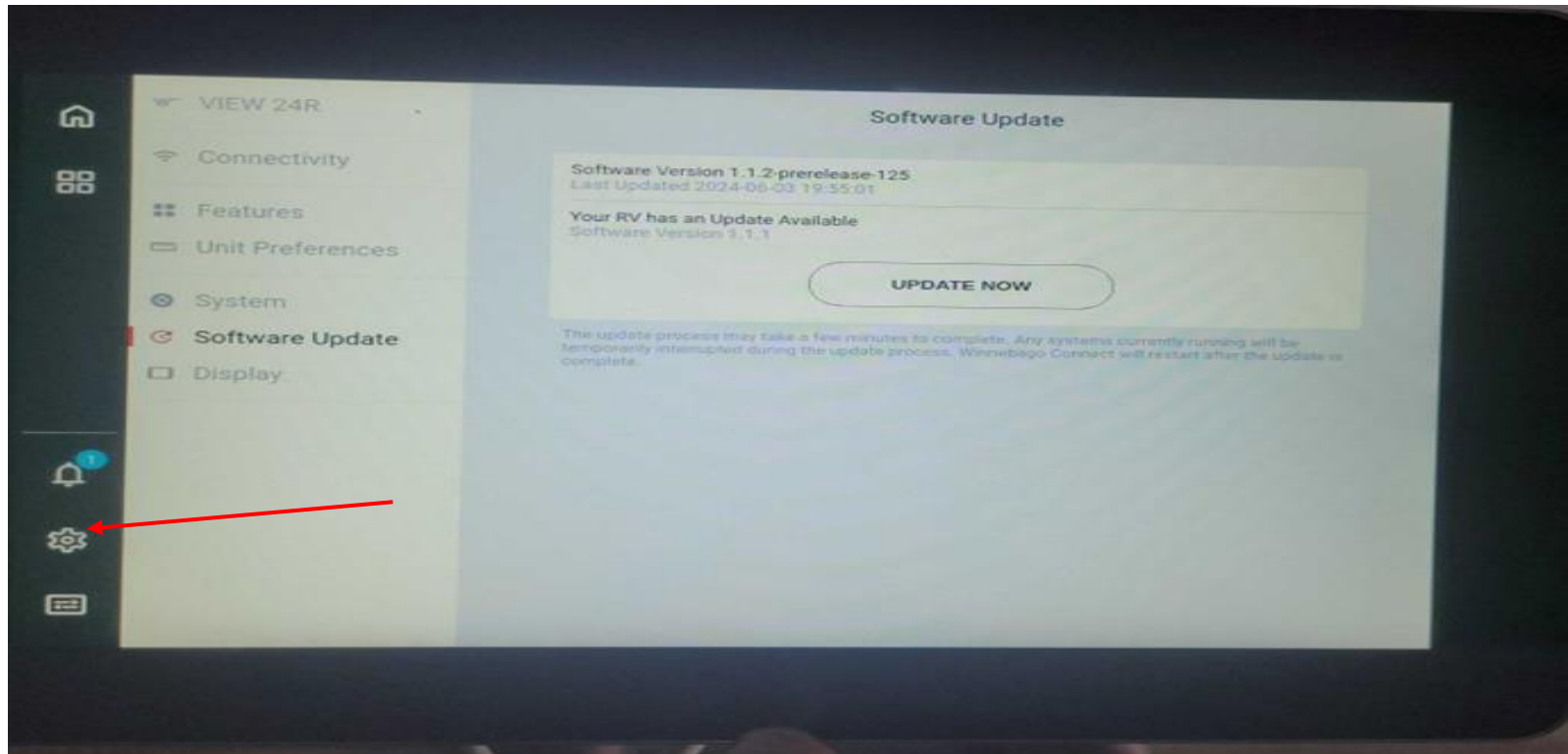
# Step 1–Check Winnebago Connect Software Version

1. Check the HMI for a notification of an Over The Air (OTA) update. If an update is available, then install the update by clicking on the “Details” button. This will take you to the software update screen.



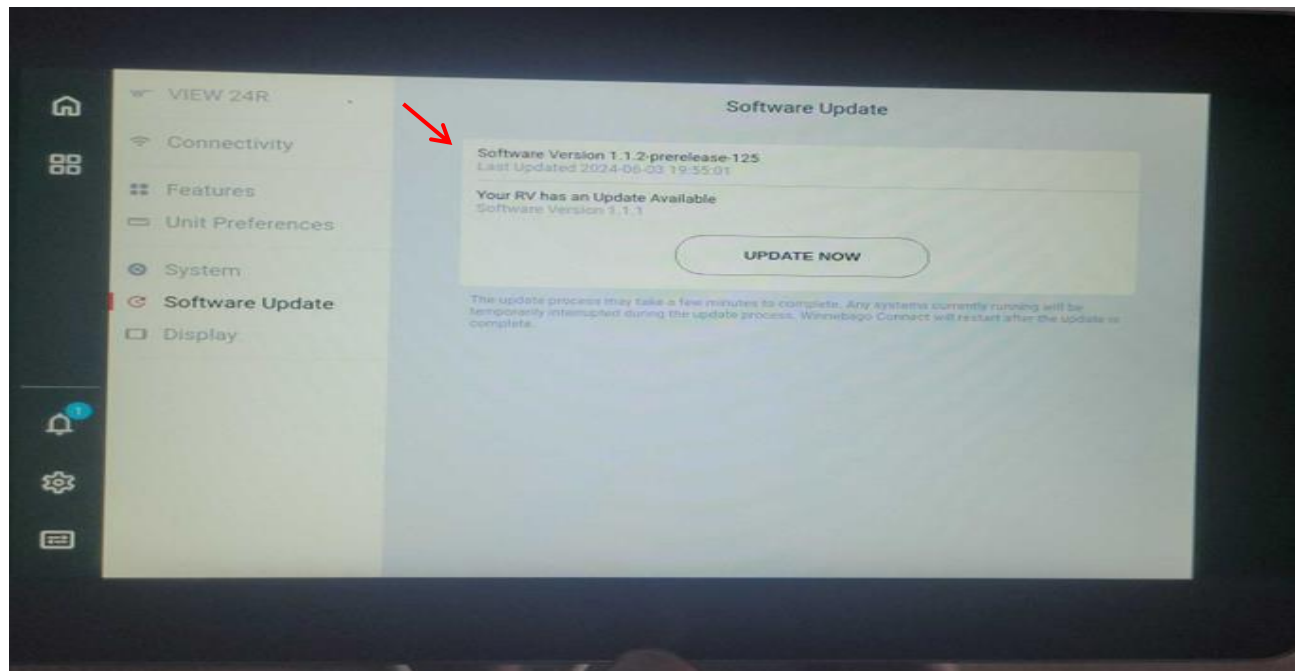
# Step 1A-Check Winnebago Connect Software Version

2. You can also access the software update screen by tapping on the gear icon on the left edge near the bottom which takes you to the settings screen. Next tap on “Software Update.” If the “UPDATE NOW” is visible tap on it.



# Step 1A–Continued

3. Confirm on the Software screen that the version is at least 1.2.0. If it is at least version 1.2.0 proceed to “Step 2-Gaining Access”
4. If it is not at least 1.2.0 and no software update is available, ensure the wireless gateway switch is ON (in the cabinet to the right of the TV) and the battery state of charge is above 50%. If either of these conditions was not met, you may need to wait 15-30 minutes after the conditions have been met before the software update downloads. The RV will need to be in a place that has cellular service. If you have waited 60 minutes and there is still not an update available, then contact Tech Service at 866-653-4329



# Step 2-Gaining Access to the Winnebago Connect Panel

## Removing The Dinette Wall Panel

1. Raise the table and ensure the support locks in place.
2. Remove the LP sensor by removing the 2 phillips head screws that hold it to the wall. Then pull the LP sensor assembly out and unplug it.



# Step 3–Remove End Panels

3. Using a phillips screwdriver or screw gun with a #3 phillips bit, open the cabinet doors to gain access to the machine screws. Remove the 3 machine screws that go into each edge of the wall panel. (6 total). If screw heads are stripped, use the provided screws in the kit to replace the damaged ones.
4. Pull the wall panel out and lay it flat on the floor with the support arm vertical. This will give you access to the components on the Winnebago Connect panel.

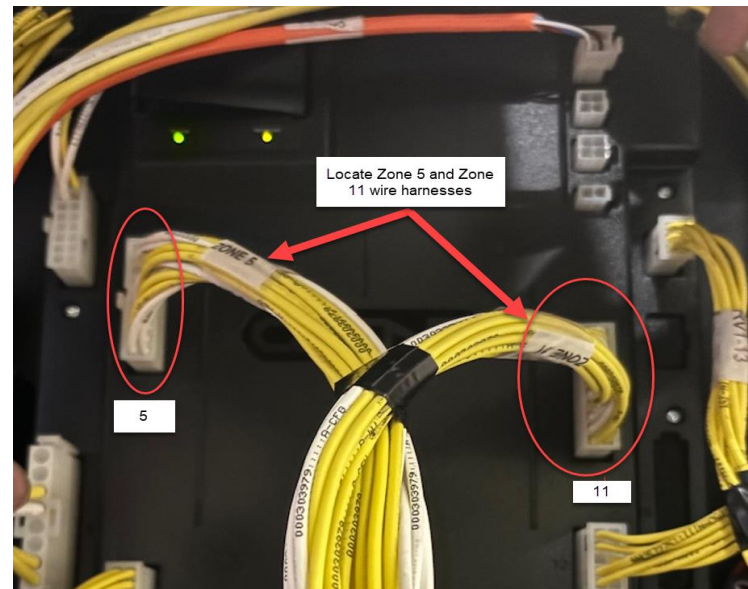


# Step 4–Locate C-Zone RV-1

## Disconnecting the wiring harness

1. Turn off the coach battery disconnect.
2. C-Zone RV-1 is the large, flat, black component in the upper right corner
3. Unplug the wiring going to connectors 5 & 11 of the RV-1. Ensure that the labels are intact on the wires identifying which connectors they go to (5 or 11). If not, label the wires to ensure they are reinstalled into the correct connectors.

**Note:** Harness will remain unplugged until software update is completed.

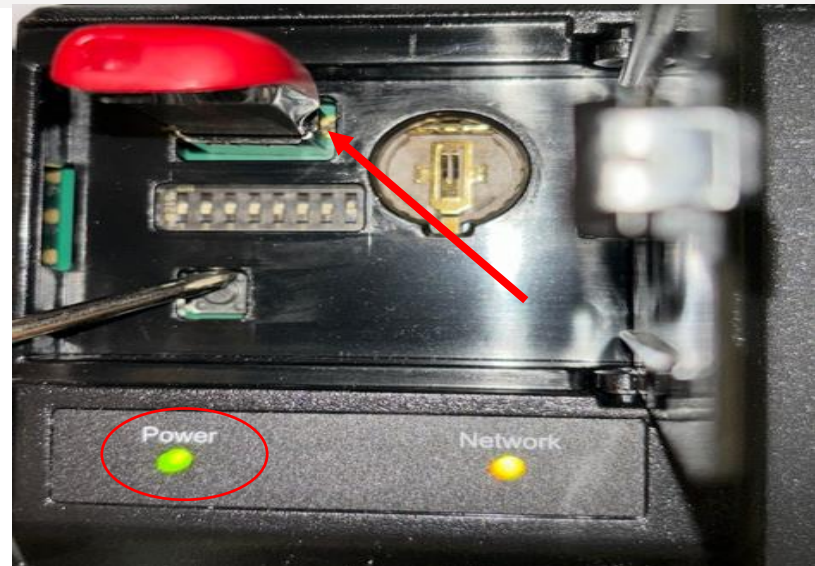


# Step 5–Updating C-Zone RV-1 With USB Stick #1

The firmware will need to be updated on the RV-1. The firmware is done first followed by the config. The update is performed by plugging in a USB drives and pushing a button on the RV-1.

Steps to Update the RV-1 firmware

1. Turn on the coach battery disconnect
2. Locate the USB port on the RV-1 (upper left) behind plastic door.
3. Insert yellow tag USB #1 “Boot Loader/Firmware Update“
4. Press and hold the USB programming button with a small screwdriver/pen tip for 5 seconds until the Power LED (the one on the left) flashes red.
5. After the power LED turns **solid** green remove the USB drive - this will take about 5 minutes.



# Step 5A–Downloading USB Stick #2

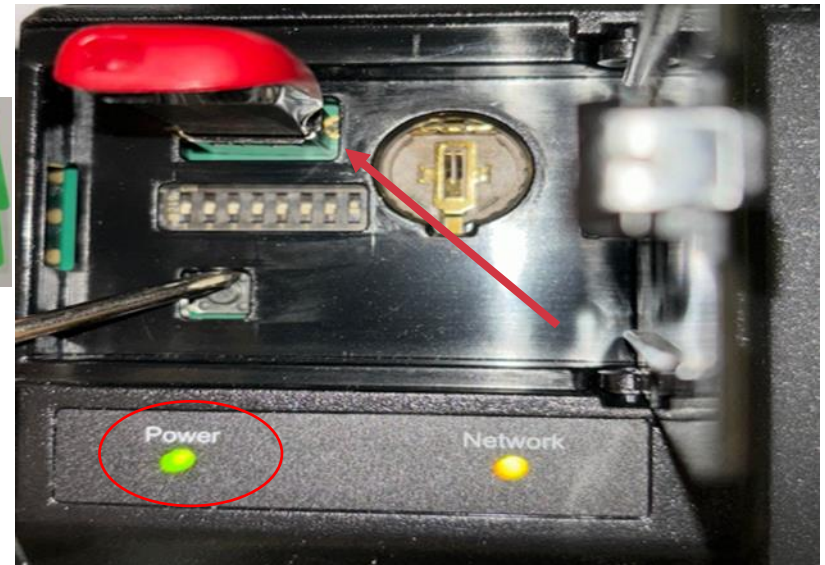
Steps to Update the RV-1 config.

6. Insert green tag USB stick #2.

7. Press and hold the USB programming button with a small screwdriver /pen tip for 5 seconds until the Power LED (the one on the left) flashes red.

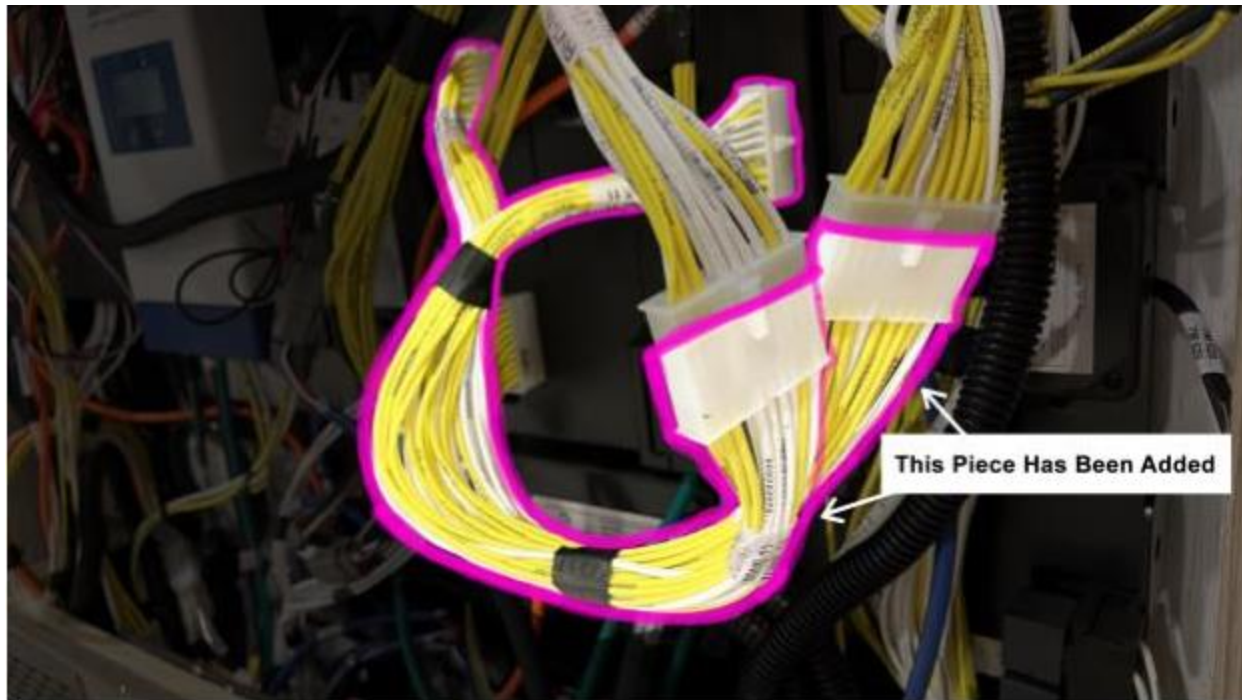
8. After the power LED turns **solid** green remove the USB drive - this will take about 30 seconds. When download is complete close access door on RV-1.

9. Turn off the coach battery disconnect.



# Step 6–Installing Adapter Harness

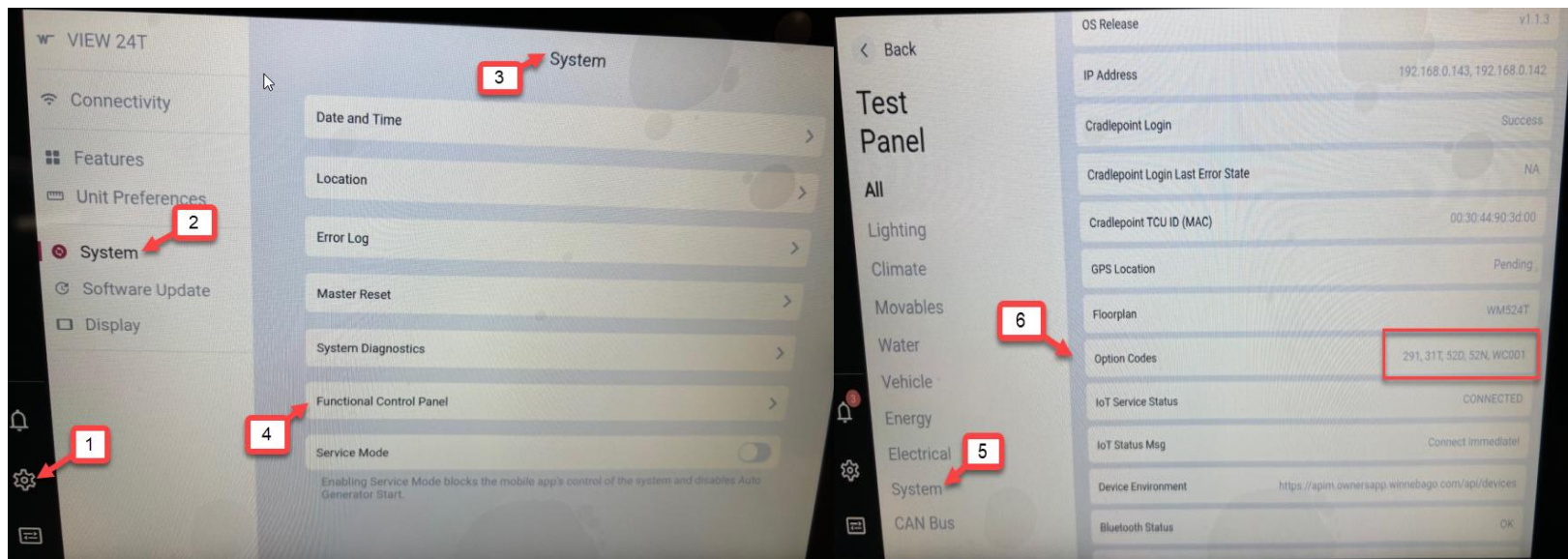
1. Plug the adapter harness into the RV-1 connectors 5 & 11 as labeled.
2. Plug the existing wiring harness into adapter harness ensuring that the labels match (5 to 5 and 11 to 11).
3. Image below shows installed adapter harness.



# Step 7–Confirming Update was Successful

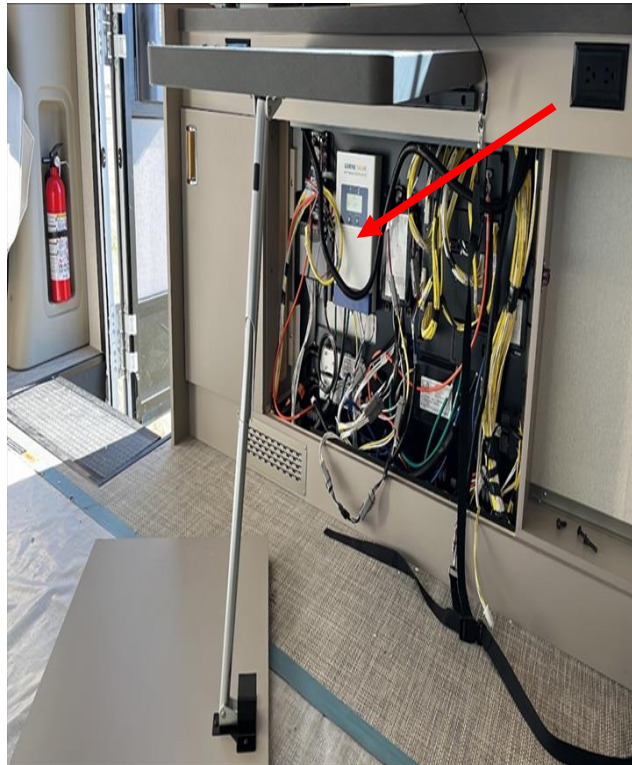
Turn on coach battery disconnect and test the update completed by doing the following:

1. Tap the gear icon on the lower left edge of the HMI.
2. Tap on “System” on the left navigation menu.
3. Locate the word “System” in the center-top of the screen. Tap on it 10-15 times until another button labeled “Functional Control Panel” shows up at the bottom of the screen.
4. Go to “Functional Control Panel”.
5. Hit “System” on left of screen.
6. Locate Option Code. If “WC001” is displayed the software update is complete.












# Step 8–Confirming Settings on Solar Charge controller

Locate Solar Controller. Verify the battery selected is “LFP 1” on the display. Use info below to change settings for correct battery type if needed.



## To change the battery type setting:

1. Press  repeatedly until the BAT1  or BAT2  device screen is displayed.
2. Press  repeatedly until the current battery type, the **Batt Type**  icon, and the  icon are displayed.
3. Press and hold  for 5 seconds until the current battery type flashes.
4. Press  to browse the desired battery type (for more on battery types), then press  to confirm your selection.

LCD	Description
FLd2	24V Flooded battery type
LFP 1	12V 4-Cell Lithium-ion phosphate battery type
LFP2	24V 8-Cell Lithium-ion phosphate battery type

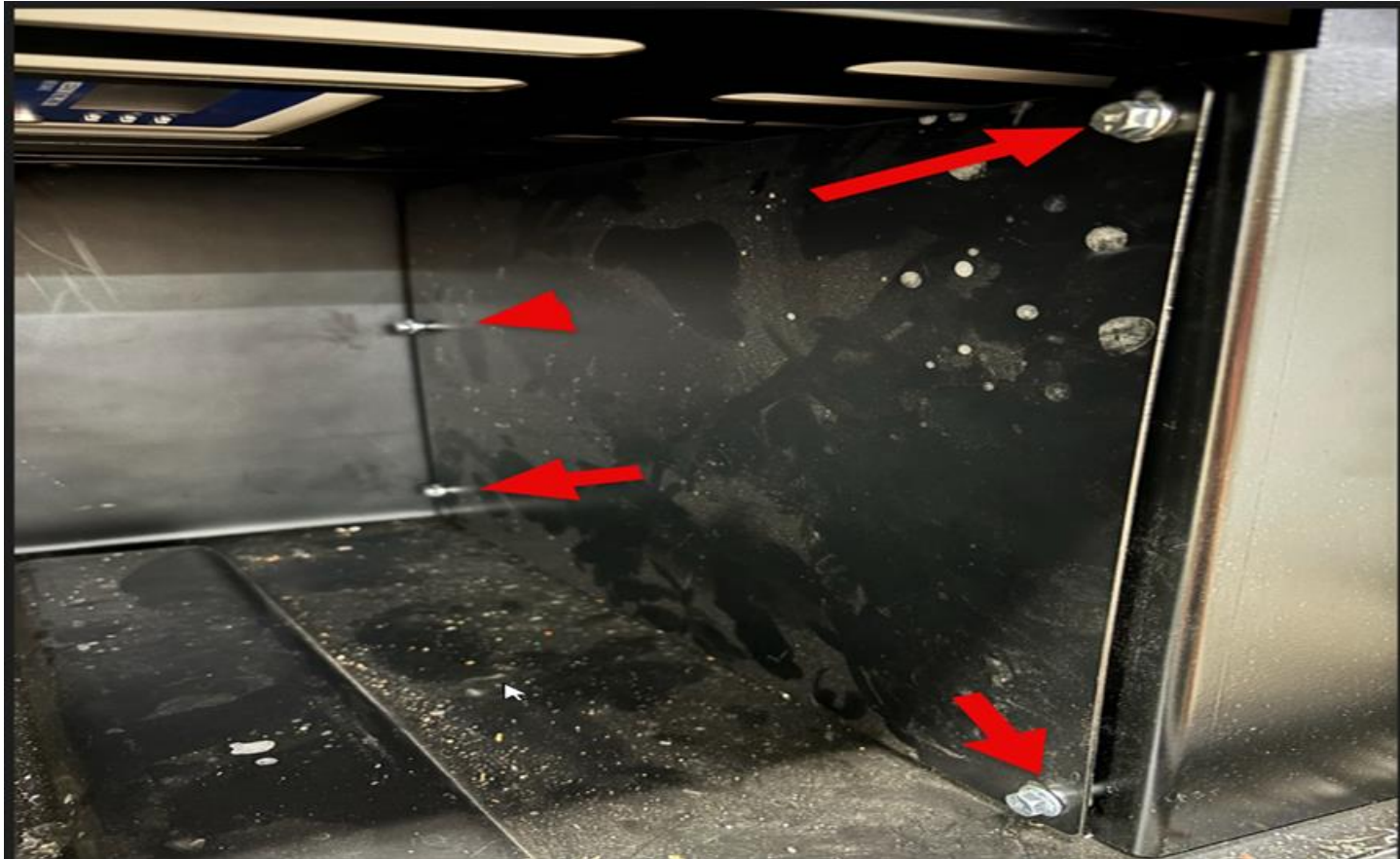
# Step 9–Reassemble Dinette Booth



# Step 10–Updating Xantrex 2000W inverter to firmware version U3.02.14.



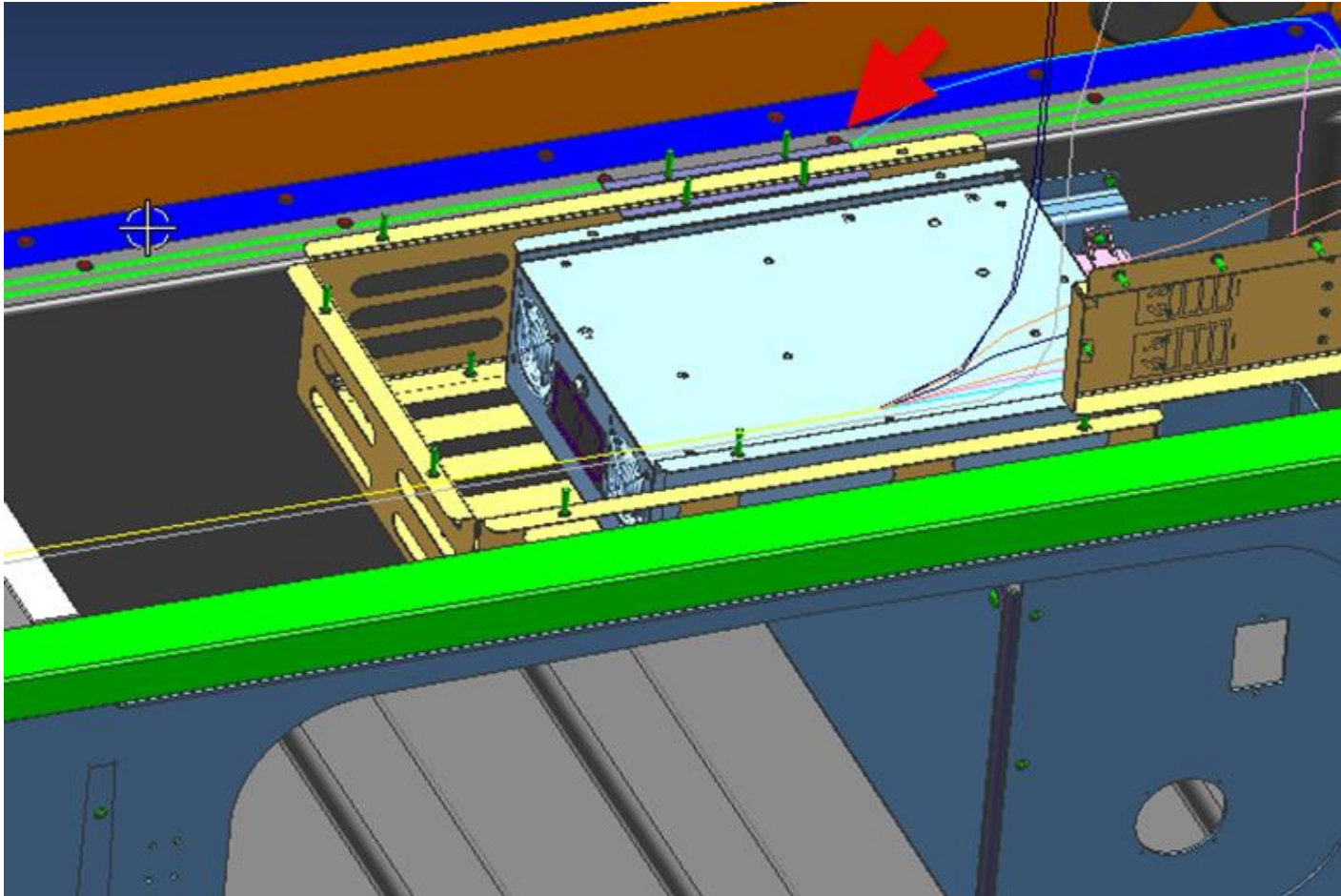
**Step 11–Locate inverter in compartment rear of entrance door. Remove closeout panel using 3/8” socket. Move panel away to avoid damage.**



# Step 12–Remove screws on inverter cover cage. (#2 Phillips head screw tip)



**Step 13–Uninstall the cage by pulling it towards the outside of the unit and/or the rear of the unit to unclip it from the “Z” bracket.**



**Step 14–Turn inverter disconnect switch to “ON.” Inverter display will illuminate, and green standby light will appear.**

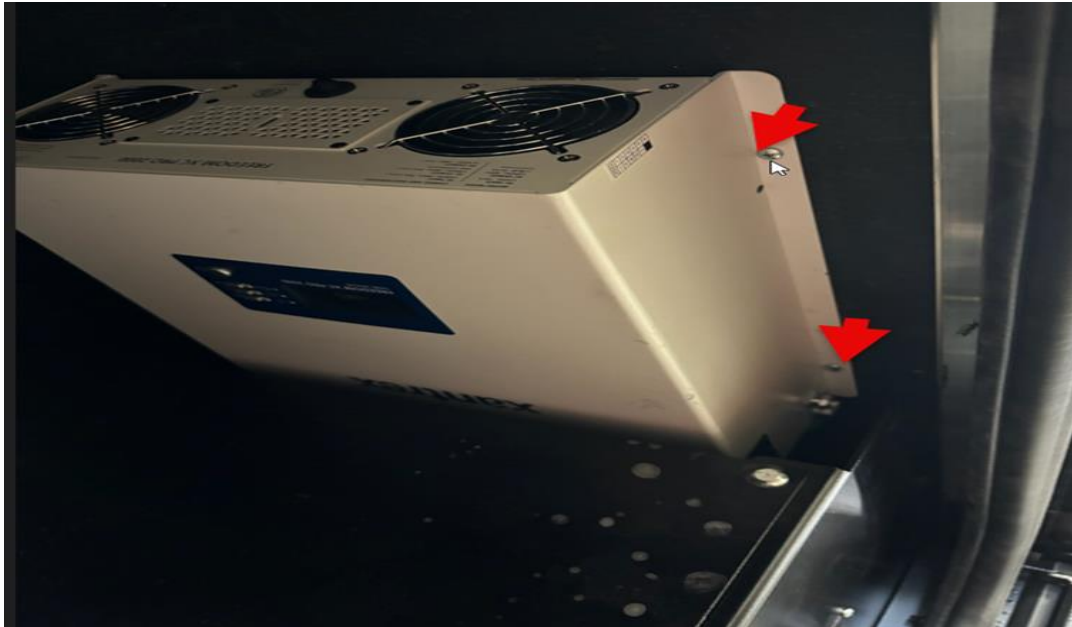


## Step 15–Confirm that firmware is needed.

- Push ^ (**Red #2 below**) button 3 times to display firmware version. If “U3 02 14” is displayed no further action is needed.
- Reinstall cover.
- If firmware is needed continue on with instructions.



**Step 16–If firmware is needed, remove the 2 visible screws, then slide it toward the outside of the compartment and carefully lower inverter down to gain access to the USB port located on the back inboard corner next to romex connection.**



**Step 17–Install RED tagged thumb drive into USB port on inverter.**

**\*Port will start to flash. Wait until flashing lights have stopped completely before proceeding to step 18\***



**Step 18–After flashing has stopped.**

- Turn Inverter disconnect switch to “OFF”.**
- Remove Red thumb drive from inverter port.**
- Reinstall inverter.**
- Turn disconnect switch back to “ON” and verify display lights up on remote panel.**



## Step 19–Verifying that Update was Successful

-Push ^ button 3 times to verify U3 02 14 firmware version was successfully installed. If firmware is not installed correctly go back to step 16.

-Push ESC on display.

-Turn disconnect switch back to “OFF.”

-Reinstall cover cage.

-Reinstall closeout panel.

