SERVICE CAMPAIGN 75-11 Generator Door Panel Attachment
AFFECTED MODELS: 2022-2024 Journey

<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 2022-2024 Journey models. This campaign is to install a structural reinforcement to the generator door panel attachment to ensure proper load distribution.

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 provided with parts kit or posted on the dealer portal.

Parts Information:
The part order should be placed as a Campaign Service order. You will need the campaign dealer number and the Winnebago serial number for the affected vehicle to place the order.

Campaign Dealer Number: WG-007857

Quantity	Part Description	Winnebago Industries Part Number
1	SC7857-25-711	Gen Panel Attachment Brackets

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
Generator Panel Attachment Brackets	05751199	3.0	7511SB

If the vehicle is out of warranty, use service authorization 73G0430T when filing your claim.

FINAL CLAIMS NEED TO BE SUBMITTED BY APRIL 1, 2026.

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

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 2022-2024 Journey models. This campaign is to install a structural reinforcement to the generator door panel attachment to ensure proper load distribution.

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 structural reinforcement to the generator door panel attachment.

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 three 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 April 1, 2026, 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 at 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

Generator Door Panel Attachment

Classification
Field Service Campaign

Model	Model Year
Journey	2022 - 2024

Disclaimer: 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 emailing techservice@wgo.net. This document is confidential and is intended for dealer use only.

Campaign: This campaign addresses a non-safety-related condition and provides recommended technical diagnosis and repair procedures. Apply this procedure to the applicable vehicles.

Condition

The generator tray is accessed by pulling its handle located on the passenger side, bottom edge of the generator door. However, this action often results in users pulling on the fiberglass hood, transferring the full weight of the generator and tray onto this panel. Since the hood is only secured by adhesive, this load can exceed the adhesive's bond strength, potentially causing the panel to detach.

Correction

To address the failure caused by pulling on the fiberglass hood to access the generator tray, a structural reinforcement and access redesign has been implemented. This includes removing the original hood assembly, installing a new support tube and bracket system to distribute load to the frame, and securing the fiberglass panel with mechanical fasteners and structural adhesive. A new pull handle is also installed to ensure proper operation of the generator slide without stressing the hood panel. The generator door is then reinstalled and adjusted to ensure proper fit and function.

	Part Number	Description	Quantity
Part Required	SC7857-25-711	GEN PANEL ATTACHMENT BRACKETS	1

Part(s)/Kit Image Reference

Part(s) Required – Gen Panel Attachment Brkts

Kit Contains:

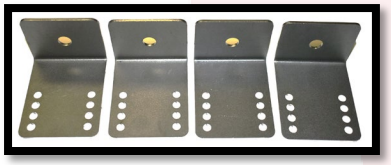
1. Bracket - Hood Frame - 000307529 / 361202-01-01B (2)
2. Tube-Door, Gen - 000307531 / 361293-01-01C (1)
3. Bracket - Hood Frame - 000307533 / 361203-01-01B (2)
4. Bracket, Hood Frame - 000307516 / 361200-01-01B (4)
5. Bracket-Hood Frame, Pull - 000307526 / 361201-01-01B (1)
6. Brace-Frame, Hood - 000307534 / 361204-01-01B (1)
7. A-Guide-Rivets, N Ser Gen Door – 000309571 / 361590-01-000
8. 3/16” Steel Rivet - 087718-01-000 (26)
9. 3/16” Aluminum Expanding Rivet, Black - 118626-02-02A (6)
10. Serrated Flange Bolt – 000C26-05-24U (2)
11. Nyloc Nut – 000D29-05-00U (2)
12. 1/4” Serrated Flange Bolt – 000C26-04-18U (4)
13. Nut – 000D29-04-00U (4)
14. Washer – 142195-01-CHT (4)
15. Plexus MA300 – 112901-03-000
16. Mixer Nozzle – 112902-03-000 (1)

Shop Supplies

1. Assorted wrenches/sockets – 3/8”, 7/16”, 1/2”
2. Drill
3. Assorted Drill Bits – 3/16”, 5/16”
4. Rivet Gun
5. Structural Adhesive Applicator - 1 to 1 Hand Applicator for Plexus
6. Cutting Tool or Box Cutter (To Cut Foam)
7. Large Work Surface Table – Preferably one that will NOT Damage the Generator’s Door Paint
8. Sandpaper

Refer to the Next Page for Parts Image Referencing.

Part(s) Required

1. 
2. 
3. 
4. 
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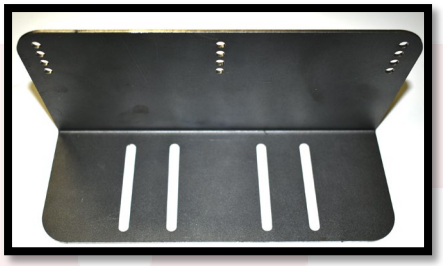
6. 
7. 
8. 
9. 
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11. 
12. 
13. 
14. 
15. 

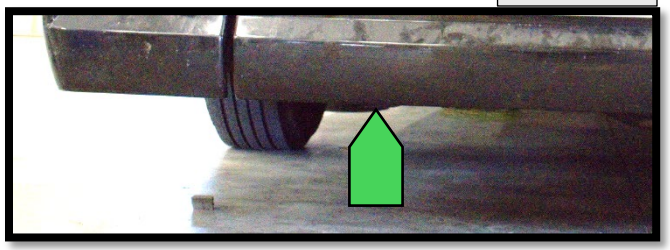
Steps & Procedures

Step 1 – Open the Generator Door (Front Hood Panel)

A. Find the pull handle along the passenger side bottom edge of the generator door.

- Refer to Figure 1 - Green Arrow for the front view location of the handle.
- The pull handle will be found under the hood panel.

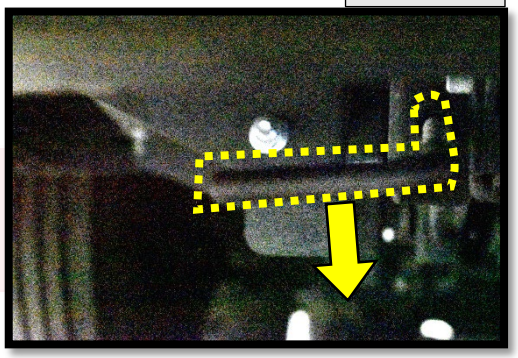
Figure 1



B. Pull the handle out towards you (See Figure 2, highlighted with yellow dashes for the location of the pull handle under the front hood).

- Gently pull the generator slide frame.

Figure 2



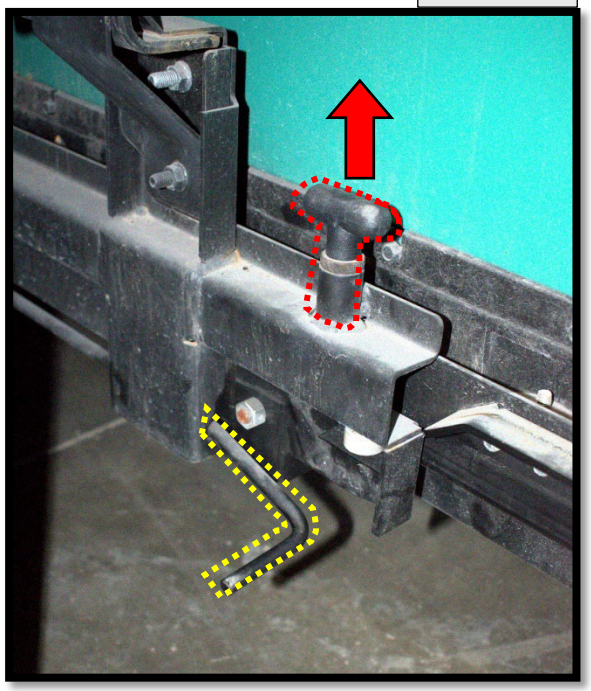
Note: You may need to exert some force to partially extend the slide hood and access the generator slide.

- Pull the slide hood out sufficiently to reach the T-handle located just above the pull handle.

C. Pull this T-handle on the side of the slide assembly up. (See Figure 3 – Outlined in Red)

- This will hold the lock mechanism up so that you are then able pull the generator slide assembly all the way out.

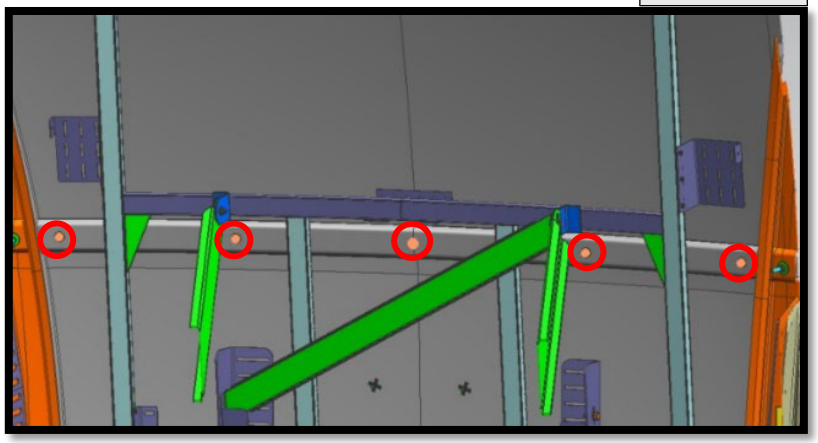
Figure 3



Step 2 - Remove the Feature Trim Off of the Generator Door

A. Remove the 5 nuts from the inside of the front hood panel generator door. (See Figure 4 Highlighted in 5 Red Circles) This will allow you to remove the feature trim from the outside of the generator door.
   - You might need to cut small slots on the foam to access the nuts.
   - Use a 7/16” socket & socket wrench to remove the 5 nuts and set them aside for reinstallation further down in the process.

Figure 4

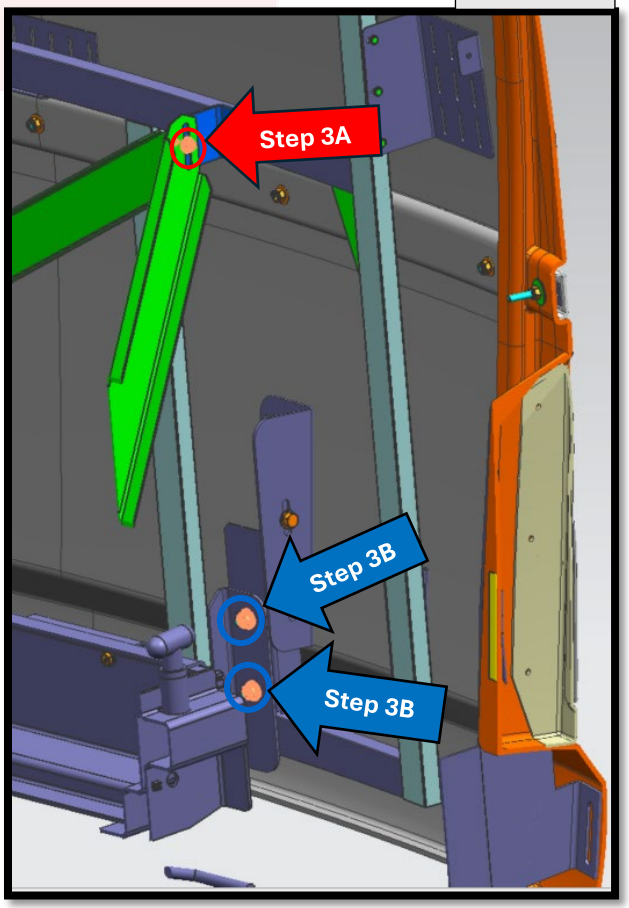


Step 3 - Remove the Generator Door from the Coach

A. Remove the two bolts and 2 nuts that attach the 2 struts to the generator slide. 1 bolt and nut on each strut on either side of the generator slide. (See Figure 5 - Red Arrow)
   - Use a 3/8” socket and a socket wrench. Use a 7/16” backer wrench for the nut side.

B. Remove the four nuts on the weld studs, two on either side of the generator slide. (See Figure 5, Blue Arrows)
   - Use a 1/2” socket and socket wrench.

Figure 5



Step 4 – Safely Set the Generator Door Aside

A. With the generator door removed, place on a surface that will not scratch the paint (place it paint-side down).

NOTE: The Front Hood Generator Door weighs 50 lbs. Additional help from one person will be required for safe removal of this door.

Step 5 – Install the New Tube 361293-01-01C Between the Two Mounting Plates

A. Place the new tube in position (361293-01-01C) (See Figure 6 – Highlighted in Red dashes). It should be leveled and centered between the two mounting plates that have the weld studs installed.

B. The distance from the top edge of the two mounting plates to the top edge of the bracket with weld studs is 10 mm. (See Figure 7)

C. Using the holes in the new tube as a guide, drill 2 holes into the two mounting plates using a 5/16'' drill bit. Do both sides of the tube. (See Figure 7 – Highlighted in a Yellow circle)

D. Using a 1/2" backing wrench and a 1/2" size socket wrench, bolt the tube to the mounting plates using 000C26-05-24U bolts (2) with 000D29-05-00U nuts (2). (Figure 7-Yellow)

NOTE: Ensure that the connections between the new tube and the mounting plates are secured with a torque setting. Apply torque value of 100 in-lbs.

E. Using 2 of the new 361203-01-01B brackets, connect the new tube to the existing frame structure using (4) 3/16" steel rivets (087718-01-000). (See Figure 8 – Yellow Dashes)

- Use the bracket as a guide to drill out two holes in each of the 2 preexisting tubes using a 3/16" drill bit. (See Figure 8 – Highlighted in Red circles). Ensure to only drill through the first surface of the 2 preexisting tubes.
- Without moving the new brackets from the holes, you just drilled, use the same drill bit to drill out 2 holes on the bottom side of the bracket that sits on the new tube (See Figure 8 – Highlighted in Blue circles)
- Install (4) 3/16" steel rivets (087718-01-000), 2 on each preexisting tube.

Figure 6

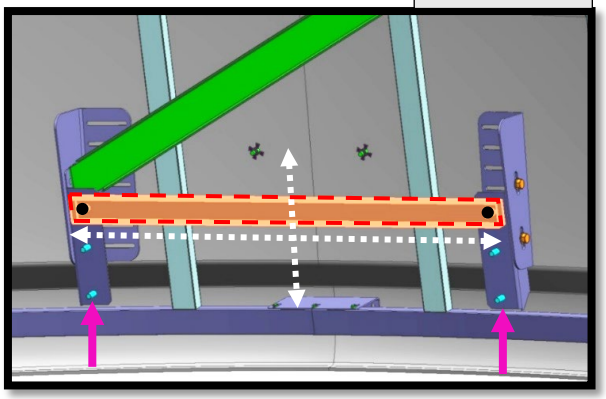


Figure 7

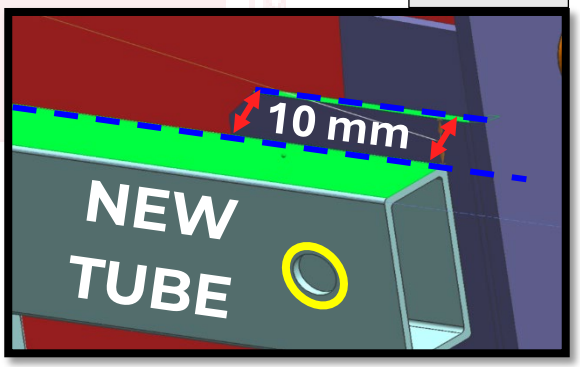
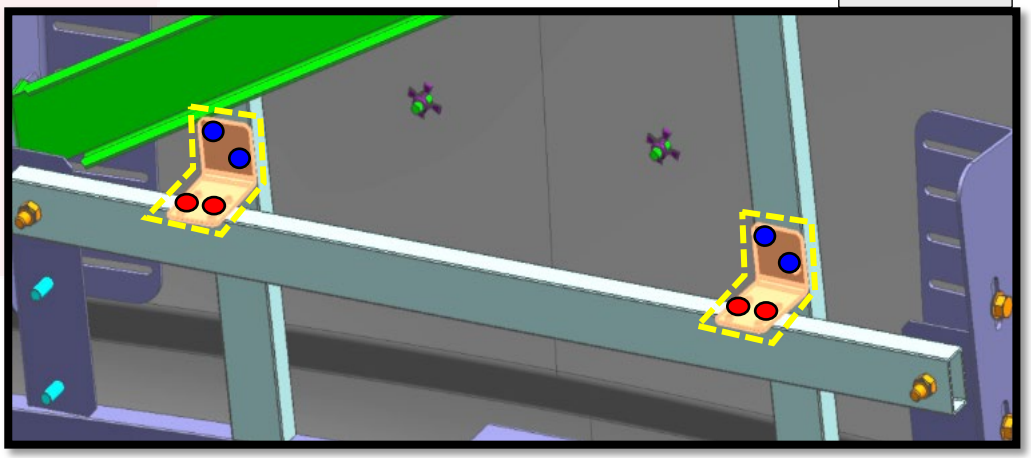


Figure 8

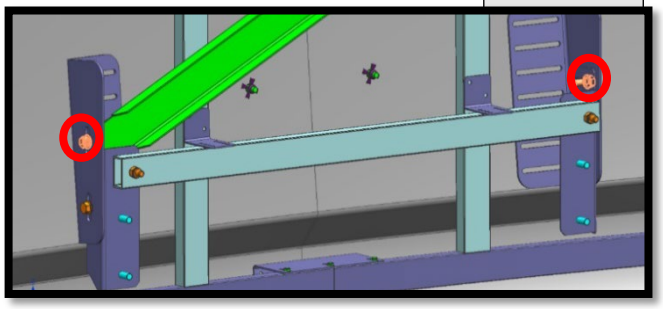


Step 6 – Connect the Main Generator Door Mounting Bracket to the Existing Frame Assembly

A. Use a 1/2” backing wrench and a 1/2” socket and socket wrench to remove the upper bolt from each main mounting bracket and use these for the next step (B). (See Figure 9 – Highlighted in Red Circles)

B. Re-bolt one of the new brackets (361202-01-01B) to each of the main mounting brackets (2) (See Figure 10A & 10B – Green Dots). The face of the bracket with rivet holes should sit flush with the frame assembly of the generator door. (See Figures 10A & 10B – Highlighted in Blue Dashes)

Figure 9



NOTE: For the upper support arms, secure the 5/16” fasteners with a torque setting of 157 in-lbs. Care should be taken to avoid over-tightening, which can affect the integrity of the fiberglass hood.

C. Using the new bracket as a guide, drill 2 holes with a 3/16” drill bit into each tube. Install 3/16” steel rivets (087718-01-000) into each hole. (See Figure 7A & 7B – Reference the Red Dots for Hole & Rivet Locations)

Figure 10A

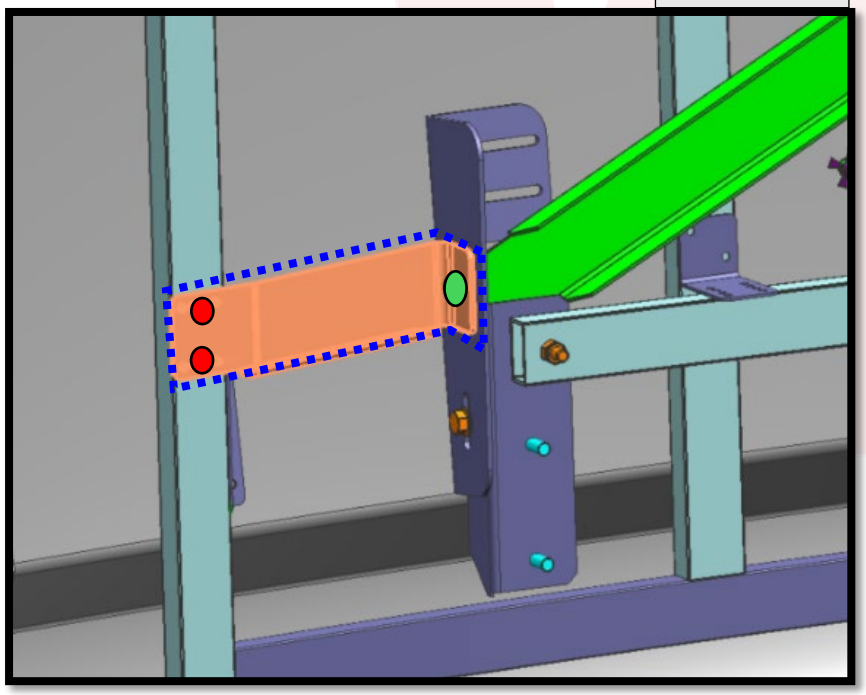
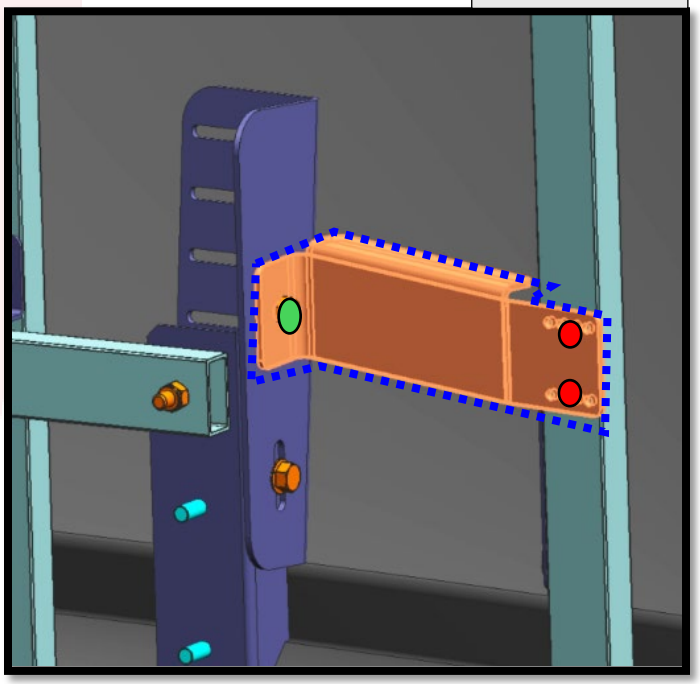


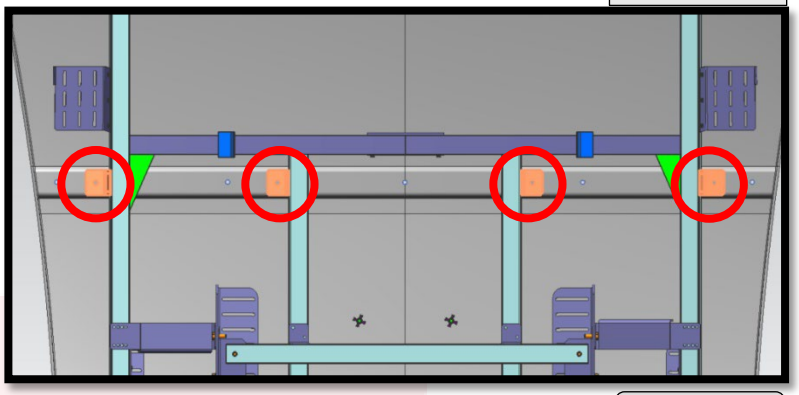
Figure 10B



Step 7 – Connect the Frame Assembly to the Fiberglass Using 4 of the New Brackets 361200-01-01B (Figure 11)

NOTE: The 4 - 1/4" fasteners going through the fiberglass hood (5 existing for the trim strip and 4 new from the rework) must be torqued hand tight only. Excess torque can lead to cracking in the fiberglass.

Figure 11



A. Trim away foam around the area where the 4 new brackets will be placed. (See Figure 11 – Highlighted in Red Circles)

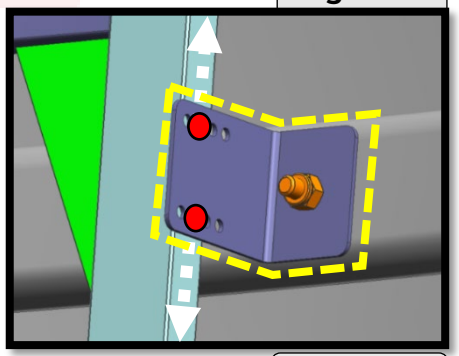
B. Place the new brackets so that they are flush with the vertical generator door frame tubes and center the brackets on the raised molded feature in the fiberglass. (See Figure 12- Highlighted in Yellow)

C. While ensuring the bracket stays in place, use the larger hole and a 5/16" drill bit to drill a hole through the fiberglass.

D. Use the 4 new 1/4" bolts, the 4 nyloc nuts and the 4 washers to bolt the new brackets to the fiberglass (the 5 preexisting holes are for the trim strip and the 4 new bolts from the rework kit are for the 4 brackets) (See Figure 11 – 4 Red Circles).

- The head of the bolt and washer should be inside the molded feature for the feature trim and the nuts on the bracket side.
- Use a 7/16" wrench for the nut and a 3/8"wrench for the bolthead.

Figure 12



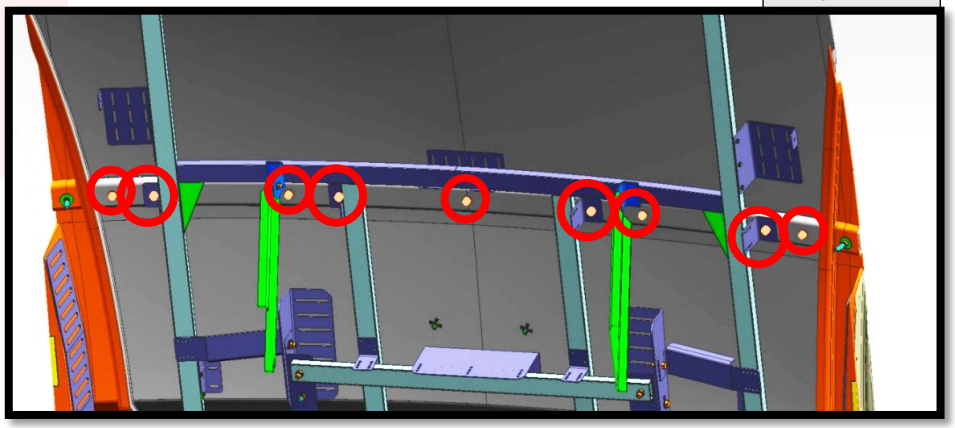
NOTE: Only torque hand tight, excess torque can cause the fiberglass to crack. Do NOT use a drill!

E. Using the new bracket as a guide drill two holes with a 3/16" drill bit into each tube (See Figure 12 – Red Dots).

F. Install 3/16" steel rivet 087718-01-000 into each hole.

G. Repeat for all four brackets.

Figure 13



NOTE: The Feature Trim will be installed back at the End of the entire rework process.

Step 8 – Install the Additional Main Mounting Bracket

A. Take the new bracket 361201-01-01B and place it as shown below (See Figure 14A – Outlined in Red Dashes).
   - The bracket should be flush with the top face of the new tube and centered between the two vertical tubes of the existing frame assembly.
   - Use that same Bracket as a guide to mark and trim away foam around the area where the new bracket will be placed.
   - Use sandpaper to scuff away any remaining foam or adhesive from this area.

B. Using the new bracket as a guide, drill 3 holes with a 3/16" drill bit into the new tube on the top surface. (See Figure 14B – Red Arrows)

C. Using the provided Plexus MA300 adhere the bracket to the fiberglass ensuring that the bracket is centered and flush with the top face of the new tube. The Plexus must ooze out through the bracket slots. (See Figure 15)

D. Install 3 - 3/16" steel rivets (087718-01-000) into each of the 3 holes you just drilled through the new tube. (See Figure 16)

Note: Wait 15 minutes after the initial adhesive application to allow for curing before proceeding to step E.

Figure 14

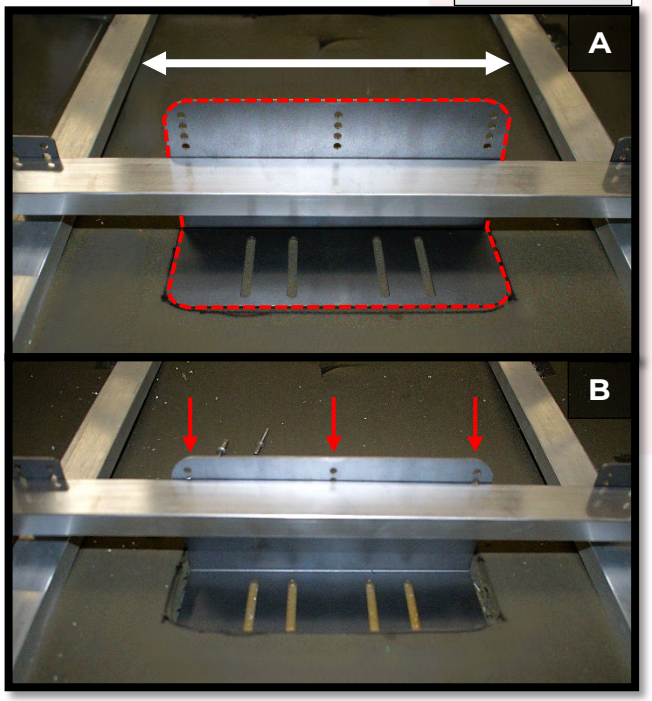


Figure 15

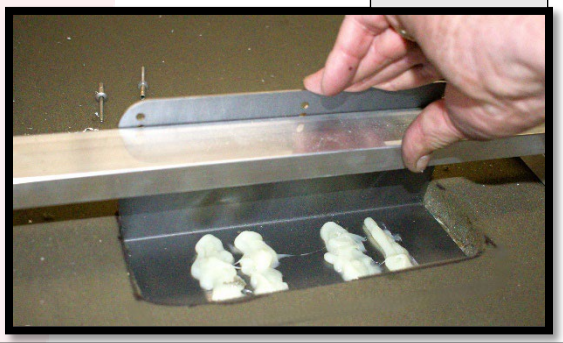
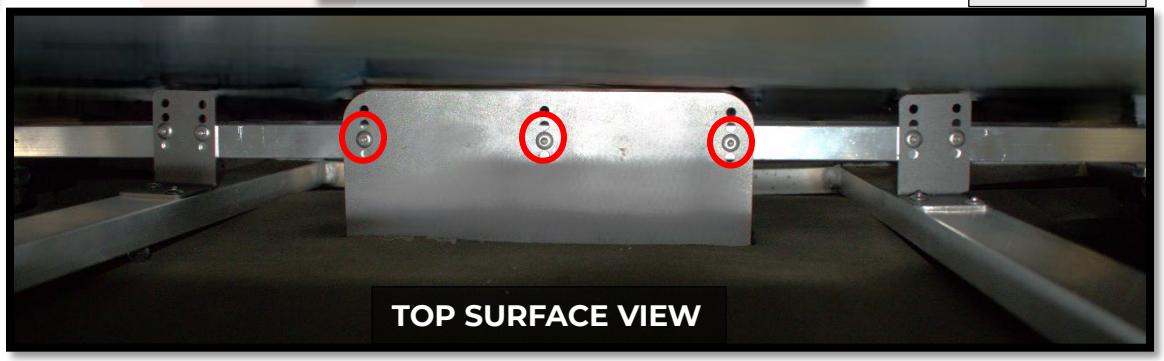


Figure 16



Step 8 – Continued

NOTE: Access to the front surface face of the generator door is required for the rest of Step 8E - 8H. Additional help from one person is required to help flip the hood safely on the worktable.

E. Remove the bolts that secure the license plate on the generator door and set them aside. (Figure 17 – Green Circles)

F. Using the N Ser Gen Door Rivet Guide (000307830) and the two bolts removed previously from the license plate, mount the guide into the license plate Jack-Nuts on the front face of the generator door.

G. Using a 3/16” drill bit and the guide, drill 6 holes through the fiberglass and bracket. (Figure 17 – Red Circles)

H. Remove Rivet Guide.

I. Install the 6 Black 3/16” expanding aluminum rivets (118626-02-02A) through the drilled holes with the painted head of the rivet on the front face of the fiberglass. (Figure 18 – Red Circles)

Figure 17

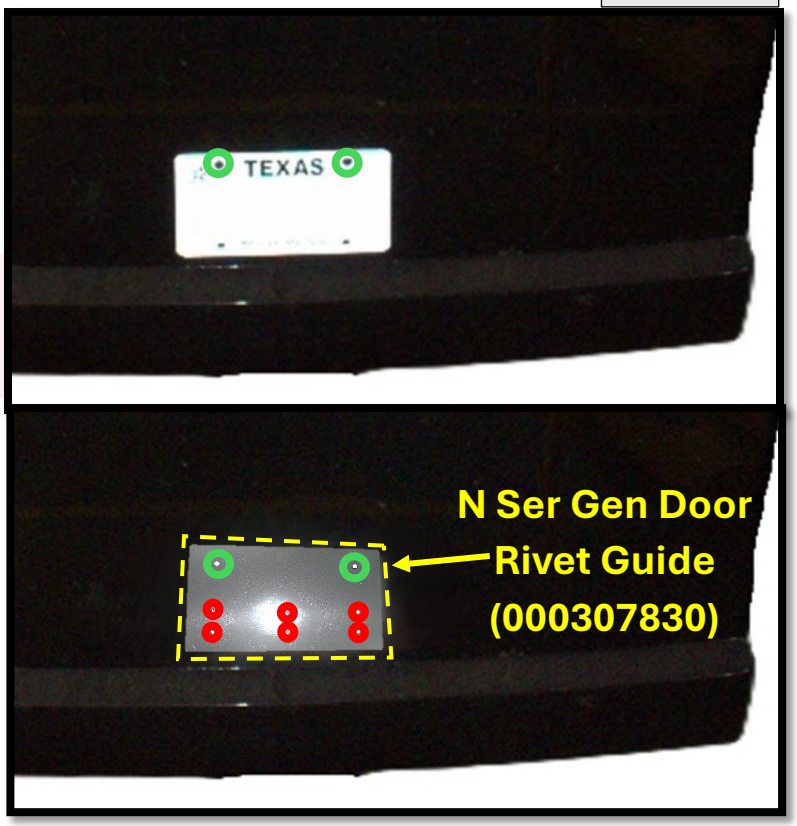
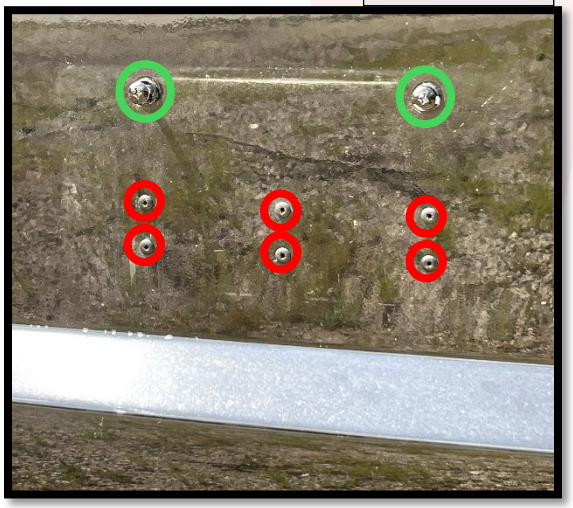


Figure 18



Step 9 - Install the New Pull Handle 361201-01-01B.

A. Align the bracket with the flange on the generator slide (See Figure 19 – White Dashed Double headed Arrow). The bracket should be angled down and as far to the passenger side as possible. (See Figure 20 – Green Arrow)

B. Using the new bracket as a guide, drill three holes with a 3/16” drill bit though the flange.

C. Install 3/16” steel rivet 087718-01-000 into each hole. (See Figure 20 – Red Circles)

Figure 19

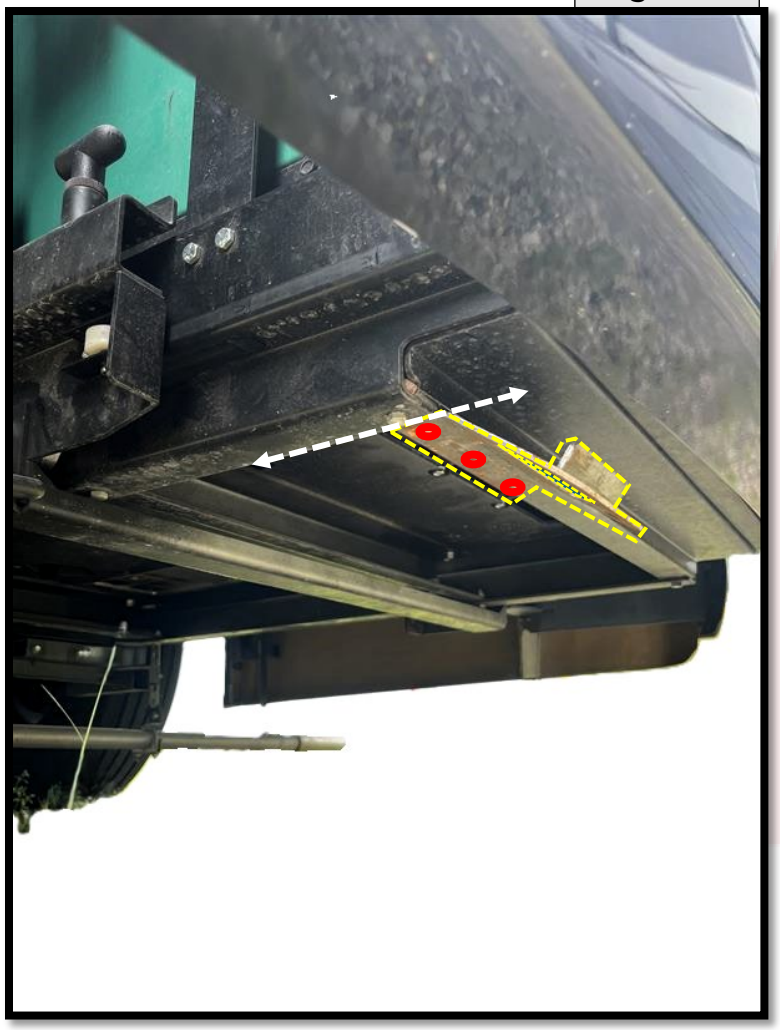
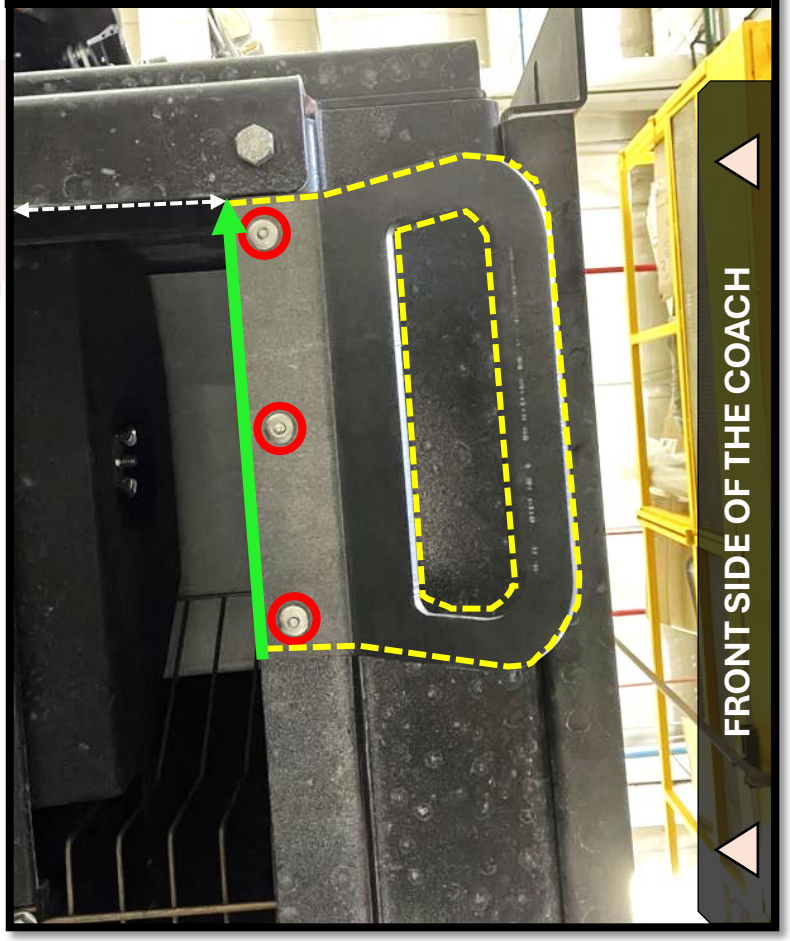


Figure 20

Under Coach View of Generator Hood Slide Out (Passenger Side Corner)



Step 10 – Reinstallation of the Generator Door & Feature Trim - The Front Hood Generator Door weighs 50 lbs. Additional help from one person will be required for safe removal of this door.

NOTE: Before reinstalling the generator door, ensure you follow the previously mentioned torque specifications for all relevant fasteners to maintain integrity.

A. With additional help, loosely mount the generator door back onto the generator slide.
B. Use the 1/2" socket and socket wrench to reinstall the 4 nuts to the weld studs on the mounting plate (2 nuts on each side). (See Figures 21-A & 21-B - Yellow Arrows)
C. Use the 3/8" socket and socket wrench to reinstall the two bolts into the struts that attach them to the generator slide, one on each side. (See Figure 21-A & 21-B – Red Arrows)
D. Adjust the door so that the gap between the edge of the door and the front cap is consistent on the left and right sides.
E. Adjust to the angle of the door so that it flushes with the face of the front cap. (See Figures 21-A & 21-B – Outlined in Red Rectangles)
F. Install the 2 nuts back on the two bolts you just installed into each strut.
G. Tighten all the bolts. **ONLY TORQUE HANDTIGHT.**
H. Reinstall the feature trim aligning the 5 bolts on the trim with the 5 preexisting holes on the molded feature for this trim.
    - Use a 7/16' socket and socket wrench to reinstall the 5 nuts you removed in Step 2 of this rework process. The foam slots you cut to access these nuts in Step 2 is where you will find the 5 bolts.

Figure 21-A

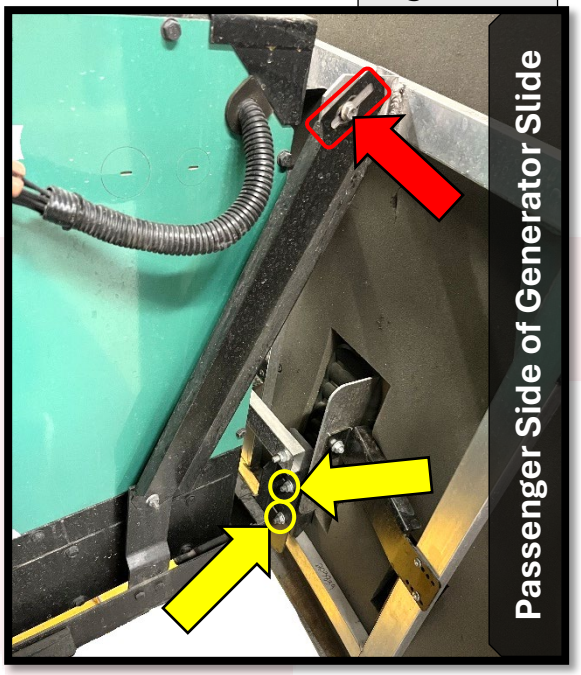
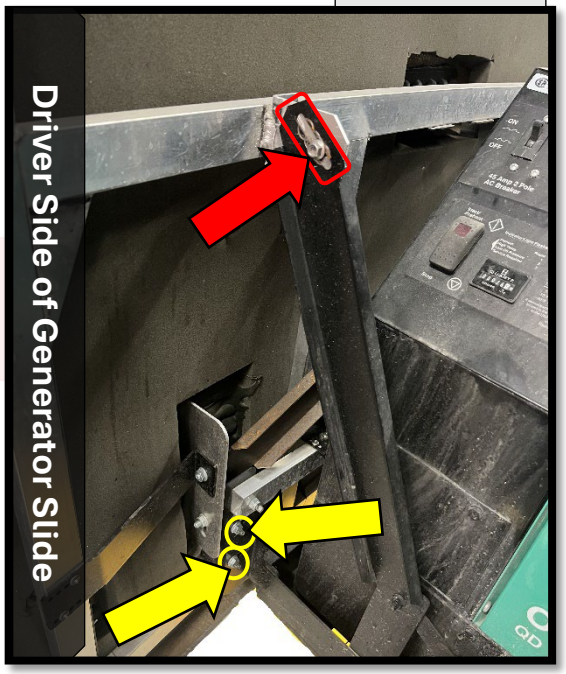


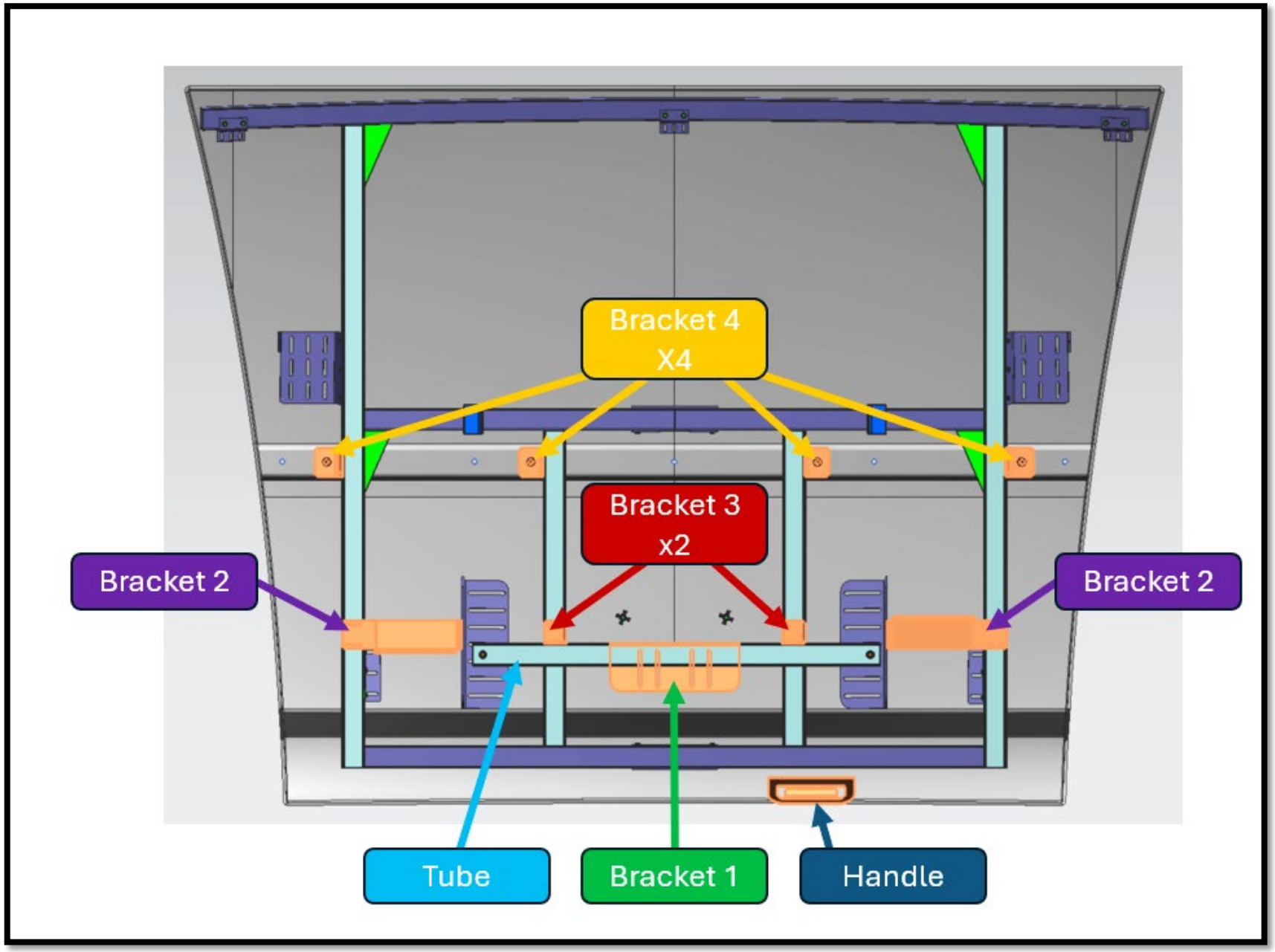
Figure 21-B



CAUTION: OVERTIGHTENING THE BOLTS WILL DAMAGE THE FIBERGLASS.

Step 11 – The Rework is Complete!

Supplementary Images



Supplementary Images