



**SERVICE CAMPAIGN 75-12 Slideout Roller Installation
AFFECTED MODELS: 2025 View/Navion**

<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/Navion models. This campaign is to install an additional slideout roller for additional support of the slideout.

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-007858

Quantity	Winnebago Parts Kit Number	Winnebago Parts Kit Description
1	SC785826712	View/Navion Slideout Roller

Reimbursement

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

LABOR OPERATION DESCRIPTION	OPERATION NUMBER	TIME ALLOWANCE	TIC CODE
View/Navion Slideout Roller	05751299	1.0	7512SB

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

FINAL CLAIMS NEED TO BE SUBMITTED BY May 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



**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/Navion models. This campaign is to install an additional slideout roller for additional support of the slideout.

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 an additional slideout roller for additional support of the slideout.

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 May 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



Slideout Roller Installation

Classification

Field Service Campaign 75-12

Model	Model Year
View/Navion (524T)	2025

Disclaimer: Read the entire instructions carefully before starting the procedure. If you have any questions, please contact the 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.

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 weight from the slide-out may cause the cat-track and shoe support to indent and damage the vinyl flooring

Correction

Install an additional roller assembly inward from the 3rd preexisting roller by the cat track for support of the slide-out.

	Part Number	Description	Quantity
Part Required	SC785826712	VIEW/NAVION SLIDEOUT ROLLER	1

Parts/Kit Image Reference

Part/s Required – KIT SC785826712

Kit Contains:

1. Roller Bracket (153088-15-01A) (1)
2. Bracket Screws (000G67-10-20D) (4)

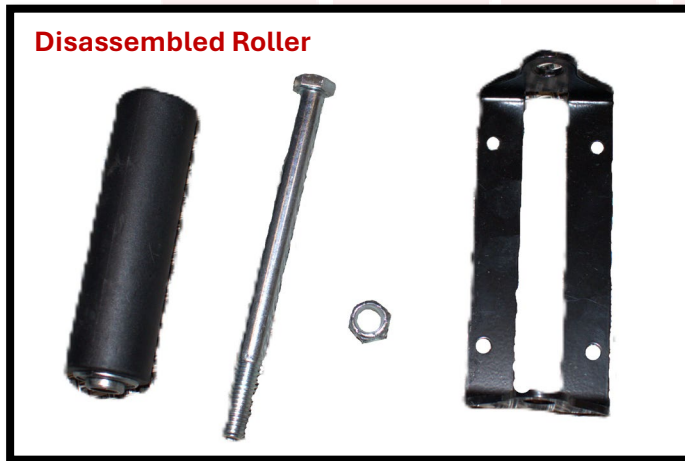
Shop Supplies

1. Flashlight
2. Measuring Tape
3. Flat Ratcheting Wrench with a #2 Phillips Bit
4. 2 - 9/16" Wrenches (1 Socket Wrench & 1 Open-End Wrench)
5. 6" Socket Extension for the 9/16" Socket
6. 2-3" Wood Spacers or Shims to Prop/Hold Couch and Stove Cabinet/Galley once Lifted (At least 5)
7. 2 Slideout Support Jacks
8. Air Lifting Bags (2)
 - Note: Recommended Air Bag if None are Available in the Shop –
Link: ([SIMPLEX, 3.1 ton Wt Capacity, 9 in x 9 in, Lifting Bag - 46C533|B3A - Grainger](#))

Part/s Required



1.



2.



Steps & Procedures

Step 1 – Open the Slideout Room

Objective: Open the Slideout Room 6-8 Inches from the Main Wall & Install 2 Slideout Support Jacks

- A. Open the Slideout room out (NOT all the way out) and ensure to leave 6-8 inches from the trim of the slide out room to the main wall of the actual unit. (See Figure 1 : Red Line = Slideout Trim, Blue Line = Main Wall)
- Another way to verify that 6-8 inches of the slideout was left within the unit is to ensure only half of the storage pocket that is across the slideout's exterior side wall is visible (See Figure 2 – Outlined in Green dashes). Leave at this distance and follow the next step.
- B. Install 2 Slideout Support Jacks on the exterior side of the slideout room.
- Make sure to place the bottom bases of the Jacks on a flat surface ground, and the top bases of these jacks on both corner sides closest to the unit, 5 inches from the unit's slideout's sealant trim. (See Figure 3)

NOTE: Ensure you do **NOT** place the support Jacks on the farther corners of the slideout room, this will increase the amount of weight and pressure on the preexisting slideout rollers, the couch and stove cabinet/galley that need to be lifted further on in the process for the installation of the additional roller.

NOTE: DO NOT OPEN THE SLIDEOUT ROOM BEYOND THE 6-8 INCHES FROM THE WALL BECAUSE IT DAMAGES THE TRIM FROM THE SLIDEOUT WALL OF THE SLIDEOUT ROOM.

Figure 1

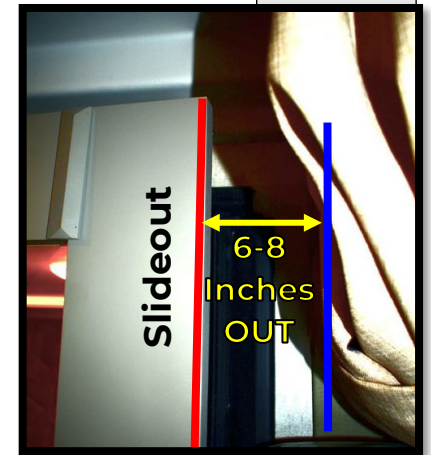


Figure 2

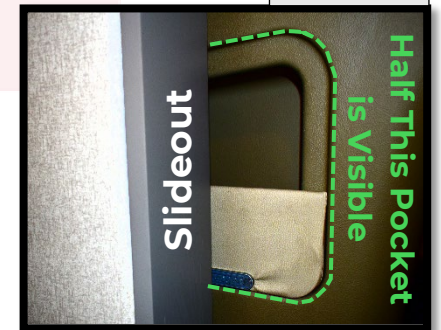
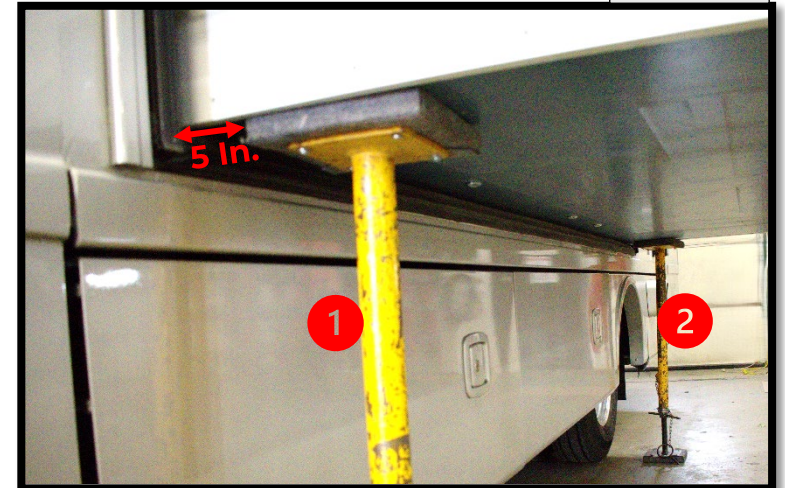


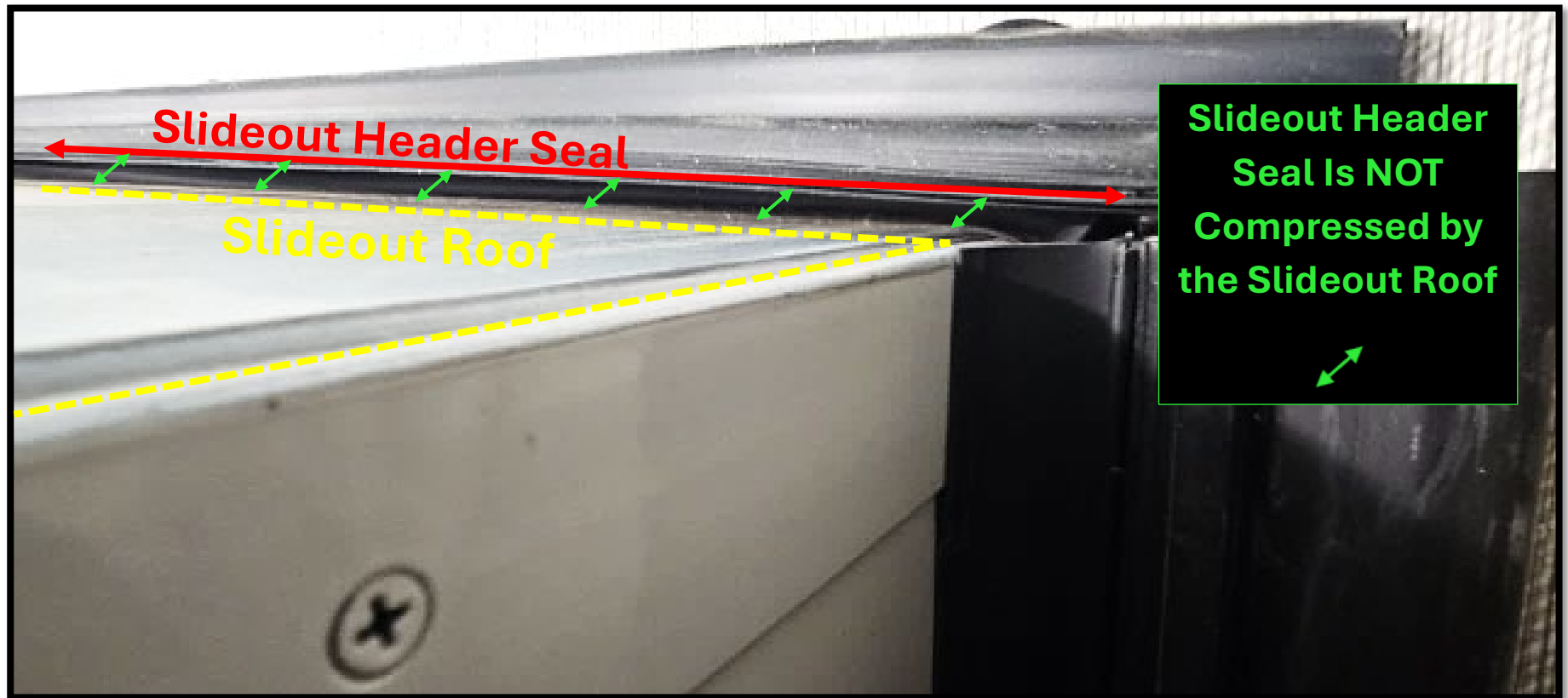
Figure 3



Step 2 – Install Air Lift Bags Under Couch & Stove Cabinet/Galley

Objective: Lift the Couch and Stove Cabinet/Galley to Access the Location of Where the New Slideout Roller will be Installed

NOTE: When raising the Slideout room with the airbags, be sure not to damage the Sidewall with the Slideout Roof. Stop raising the room BEFORE the Slideout header seal is fully compressed by the Slideout roof.



Step 2 Continued – Install Air Lift Bags Under Couch & Stove Cabinet/Galley

Objective: Lift the Couch and Stove Cabinet/Galley to Access the Location of Where the New Slideout Roller will be Installed

A. Place 1 of the Air Lift bags under the left side of the couch, inflate and lift the front side of the couch at least 4 inches high. (See Figure 4 – Red # 1 Icon)

NOTE: Ensure you don't exceed over 4 inches. If you prop up the slideout too far it could contact the slideout opening and cause damage.

- Place 1-3 wood spacers or shims on the middle support panel found in the middle of under the flooring board of where the couch is bolted to, to prop and hold the couch up so that you may remove this air bag. (See Figure 4 – Highlighted in Green Dashes) This will take off the pressure on the front side of the couch.

B. Place the 2nd Air Lift bag under the right side of the couch and inflate for additional support needed when you install the new slideout roller further down in the process. Leave the inflated air lift bag here. (See Figure 4 – Blue # 2 Icon)

C. Take the 1st Air Lift bag you removed from the previous sub-step A of this Step 2 and place it under the Oven Cabinet/Galley and inflate at least 4 inches high. Leave the inflated air lift bag here. (See Figure 6 – Red # 3 Icon)

- Place 1-3 wood spacers or shims anywhere under the right side of the stove cabinet/galley to hold and add additional support to the stove cabinet/galley. (See Figure 6 – Highlighted in Green Dashes)

Figure 4

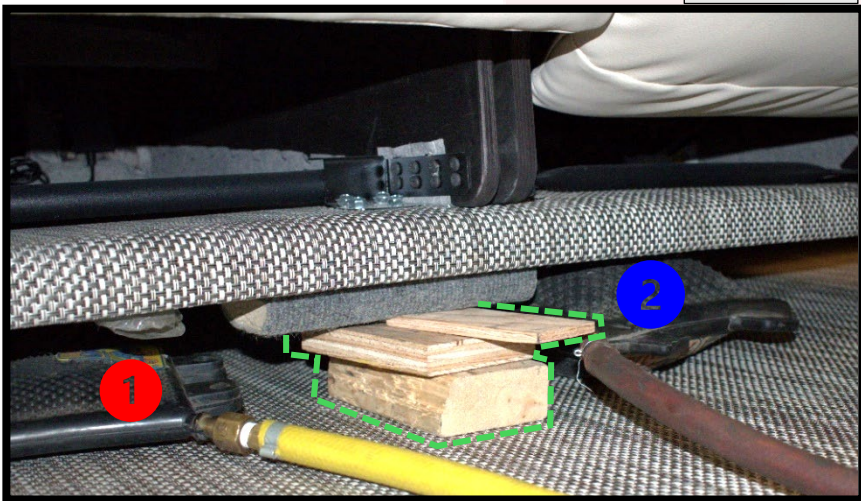


Figure 5

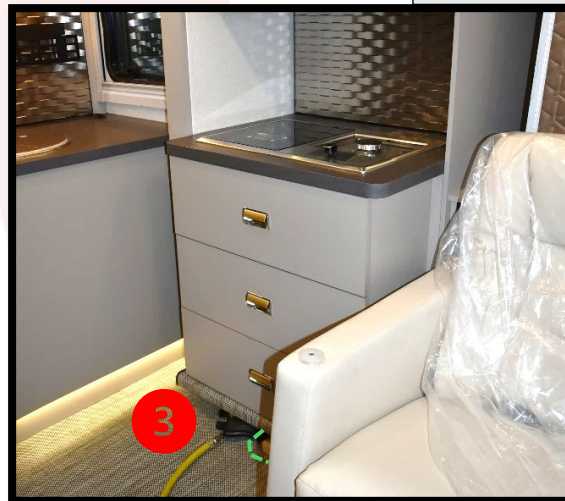
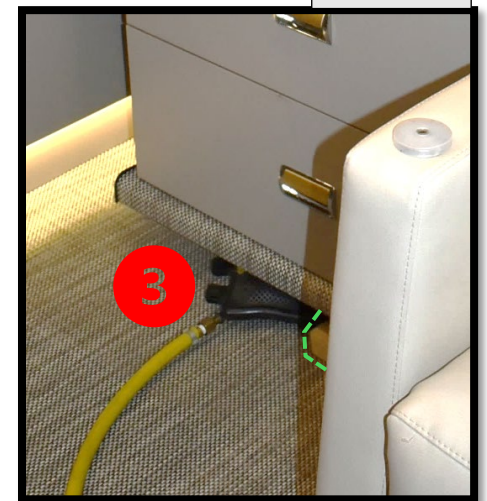


Figure 6



Step 3 – Prepare the New Slideout Roller Provided in the Kit & Install

Objective: Disassemble the New Slideout Roller Provided in the Kit for Quicker Installation of the 4 Screws and Install

- A. Using a 9/16" socket + 6" socket extension and socket wrench (for the bolt head of the new slideout roller bolt) and a 9/16" open-end wrench (for the nut of the bolt), disassemble the new slideout roller to prepare it for installation. (See Figure 7)

Note: This location for the new slideout roller is on the front of the 3rd slideout roller, to the right of the cat rack. (See Figure 8 – Highlighted in Green dashes for the new slideout roller location)

- B. Using a tape measurer, measure 11.5 inches (You may also mark/measure a wood template/jig for this measurement).
- Position the measurement starting from the front edge of the preexisting slide-out roller bracket, extending to the location of where the end of the new slide-out roller bracket will be installed. (See Figure 3 – Highlighted in Yellow)
- C. Using a flat-ratcheting wrench and a #2 Philip's bit, screw in the 4 supplied screws in the provided kit (000G67-10-20U) to the new slideout roller bracket holes onto the floor with the 11.5 inches measured from the preexisting slideout roller.
- Once you screw the front 2 screws of the bracket, remove your jig and screw in the back 2 screws. (See Figure 9 – Highlighted in Green)

Note: When any of the 4 screws begin to screw down onto the floor, the flooring fabric may appear to lift. This is normal. They should all flatten down as they get screwed down flushed with the floor.

Figure 7

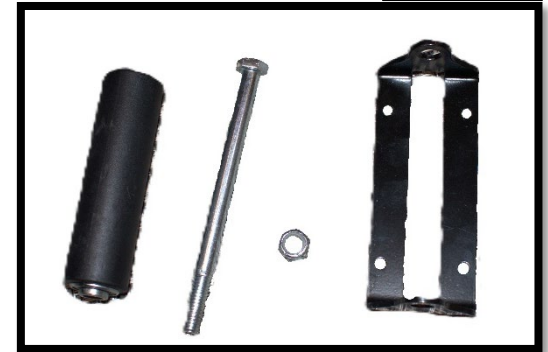


Figure 8

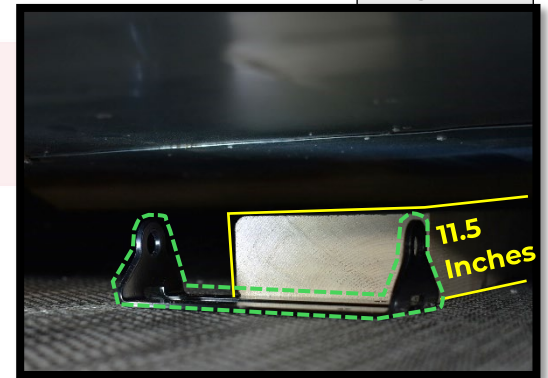
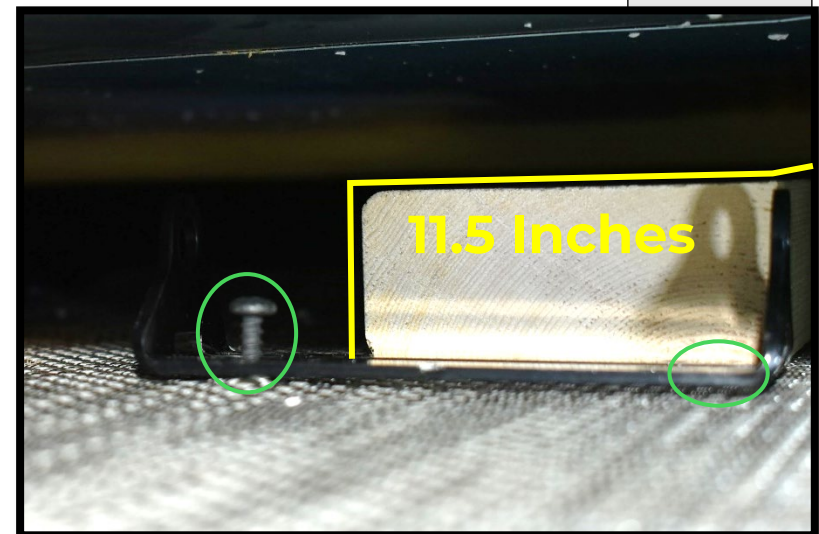


Figure 9



Step 4 – Install the Rest of the New Roller Bracket

Objective: Finish Installing the Bolt of the New Roller Bracket Installed

- A. Reassemble the roller bolt onto the new roller bracket you just screwed down onto the floor.
- Using a 9/16" socket + 6" socket extension and socket wrench (for the bolt head of the new slideout roller bolt) and a 9/16" open-end wrench (for the nut of the bolt), finish installing the new slideout roller bolt back onto the new slideout roller bracket you just installed. (See Figure 10 for left side view of the bolt-tightening installation – Stove Cabinet/Galley Side View)

Note: Ensure to Hand Tighten Only. DO NOT OVERTIGHTEN the bolt as this might cause the new slideout roller to not move when slideout is extended outwards, causing more damage.

- B. Release all the pressure/air of the Air Lift bags in the reverse order of how they were installed.
- Deflate and remove the air lift bag from the stove cabinet/galley, then install it on the left side of the couch and inflate.
 - Deflate and remove the air lift bag on the right side of the couch.
 - Deflate and remove the air lift bag on the left side of the couch.
- C. Once you finish deflating the air lift bags, the rework is now complete! (See Figure 11)

Figure 10



Figure 11

