| WINNEBAGO | Winnebago Connect App Pairing Troubleshooting | |
|---|---|---|
| **Classification** | **Issue Date** | **Number** |
| Technical Service Bulletin | 07/14/2026 | 7SB007-26-06A |

Provides troubleshooting steps for app pairing and connectivity with the Winnebago Connect HMI.

## SYSTEM OVERVIEW

Bluetooth establishes pairing, IoT enables communication, HMI acts as gateway.

## COMPONENTS INVOLVED

- **HMI**
- **Mobile Device**
- **Mobile App**
- **FCP/Test Panel**
- **Bluetooth**
- **IoT services**

Please complete the below when troubleshooting App Pairing.

### Unit Information:

| Model Year | Model | Model Code/Floorplan |
|---|---|---|
| | | |
| **VIN** | | **Serial Number** |
| | | |

### Problem Reported:

The mobile app is unable to pair or connect with the HMI via Bluetooth.

### Before starting, ensure:

- Bluetooth hardware is functional on both devices
- The user has access to the app account
- The HMI is powered on and responsive

## STEP 1- Verify Bluetooth is Enabled

**Confirm that Bluetooth is turned ON on both the HMI and the mobile device.**

HMI Navigation Path:

- Settings → Connectivity → Bluetooth
- Verify the Bluetooth toggle is ON

## STEP 2 – Restart App and Devices

- Stop (close) the mobile app completely.
- Power cycle the HMI.
- Power cycle the mobile device.
- Attempt to pair the app with the HMI again.

## STEP 3 – Verify Connection Status in FCP

- Open Test Panel
- Check the IoT status
- Expected result: Status = Connected

Expected Result:

- ✓ App successfully pairs with the HMI
- ✓ IoT status in FCP shows Connected
- ✓ User can access app features without connection errors

## If the Issue Is Not Resolved:

If pairing still fails after completing the steps above, collect the following information for further debugging.

## Required Debug Information:

- **Device ID / VIN: _____**
- **Mobile Device Name: _____**
- **Mobile Devise OS Version: _____**
- **App Version installed on the Mobile Device: _____**
- **App Account Email or Phone Number: _____**

## Debug Information if Available:

- **Has the App ever been paired with the HMI? Y / N**
- **When is the issue happening? 1st Time Pairing / After an Update / After a Device Change**

**Additional Comments:**

If You Need Assistance:

If dealer technical assistance is needed, please contact the Winnebago Motorhome Technical Service Department at (866) 653-4329 or by e-mail at: techservice@winnebagoind.com.