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March 16, 2016

Michael Happe, CEO  
Winnebago Inc.  
605 West Crystal Lake Road  
Forest City, IA 50436

Dear Mr. Happe,

I am a proud owner of a 2011 Itasca Meridian 40U. My wife, Melissa, and I are full time volunteers with Servants on Wheels Ever Ready. The Meridian is our full time home. Before I proceed, let me thank you, in advance, for taking the time to read this letter. Also, I congratulate you on recently accepting the leadership position of Winnebago industries. I hope the company will serve you as well as you hope to serve it.

The reasons for my contacting you directly are as follows. First, we are very pleased with many of the fine features of this coach. The large living areas, wonderful storage areas and comfort are essential to our lifestyle. Many other aspects of the coach make this all pleasant and doable.

The second reason is driven by frustration concerning the resources unavailable to Winnebago/Itasca owners since 2010. I have enclosed example copies of what was available up through 2009 and what is available starting in 2010. The number of areas covered went from 20 to 18 as of 2010. Major design changes of your RV's were being implemented, changes not detailed in the 2010 owner's *Resources* or owner's manuals. Then, in 2011, this dropped to only 15 sections available. Major essential schematics were gone. Your service advisors repeatedly tell me that my request for such documentation is unavailable.

Repair labor cost is high for RVs, ranging from \$110 to \$140 per hour. Many of us do our own troubleshooting to avoid them. One example of a major area where troubles often arise is the body 12 volt systems. These machines are very complex and very vulnerable to problems in these areas. Without adequate wiring schematics, troubleshooting becomes very time consuming, or the problem is given over to the expensive repair center needlessly because of the lack of supporting documentation.

I respectfully request that the above *no publish* decision is reconsidered in favor of your existing and future RV product owners; that all of the missing documents be made available to the owners and repair facilities through your *Resource* program, retroactively. This would save many of us a considerable amount of money and time.

Sincere thanks for hearing me through.

Respectfully yours,

Richard Young  
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