



Richard Young
401 E. 8th St
Ste. 214-710
Sioux Falls, SD
57103-7049

Mr. Young,

I am writing in response to your letter received March 28th, 2016. First, let me apologize for the delay in responding to your letter. Since we receive a large volume of written and telephone communications, an occasional delay is unavoidable. We regret any disappointment or concern or apparent lack of interest may have caused you. Please be assured that we will try to respond more promptly in the future.

In your letter you outline your concern for what you feel is a reduced amount of information, specifically wiring diagrams, available to owners on our public website. Although this specifically is a true statement, we do continue to pride ourselves in providing an enormous amount of information to our owners and dealers. With the expansion of our interactive online parts catalog, the new Winnebago Outdoor site, and our ever growing library of online service tips; we feel that we continue to strive in making useful information readily available to our customers. Although I cannot promise the return of 12 volt wiring schematics anytime soon, I can promise that we will always be here to answer your questions, provide additional documentation where we can, and support our dealer network in resolving any repair needs you may encounter.

Thank you for writing.

Sincerely,

A handwritten signature in black ink, appearing to read "Jake Balk".

Jake Balk