



Laurence Roscoe <larosz28@gmail.com>

RE: [EXTERNAL] Fwd:

wtow Customer Care <retailwoi@winnebagoind.com>

Tue, Sep 14, 2021 at 11:47 AM

To: Laurence Roscoe <larosz28@gmail.com>

Cc: Steve Kearns <skearns@lakeviewrv.ca>

Good morning. Based on the pictures and information it does not appear to be a warrantable issue that would be covered under the 1-year base warranty or the 3-year structural, it appears to be a maintenance issue.

The structural warranty is evaluated on a case-by-case basis. If you choose to have the roof membrane peeled back in order to find a cause for the soft spot, that information can be sent us at the point in time for warranty consideration. It is possible that we still deem it not warrantable, and we would not participate in any of the repairs or diagnostics.

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