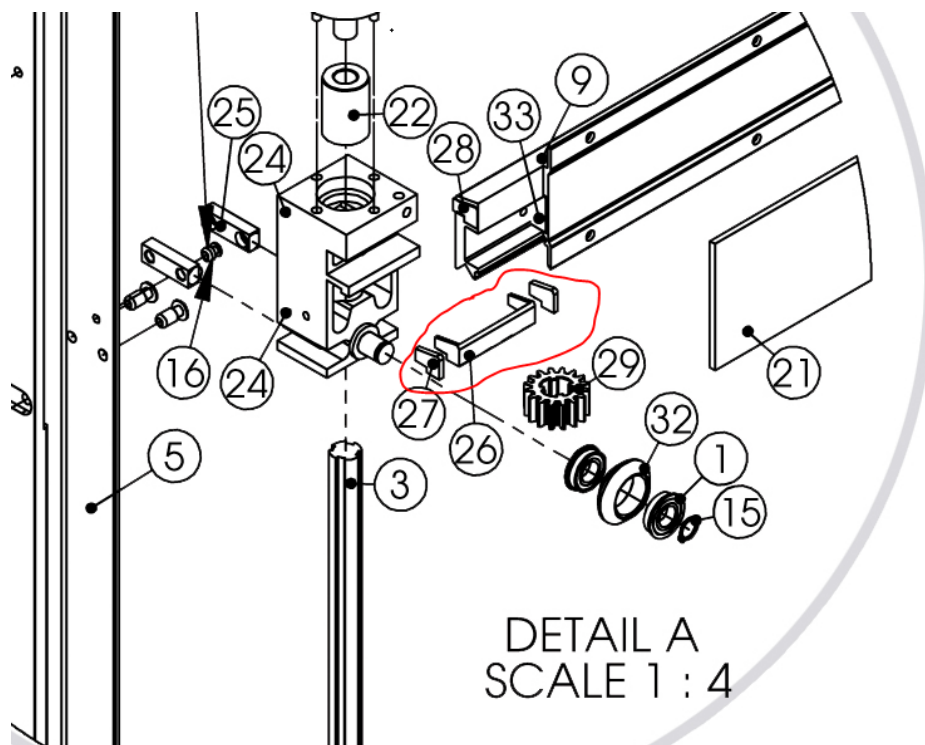


On 12/30/13 – I spoke with Service Manager at Range RV Pablo Munoz and he was able to get our motorhome working until the parts could be ordered again and replaced. Pablo took the time to show me what they had discovered was wrong with the slide and he was able to use parts from old mechanism to make ours work to make our trip and will replace both slide mechanism when we return.

On the rear mechanism of the front Driver side slide, after it was removed, they discovered that the bearing block (item 24) had damage on the edge that goes into the track along with the plastic room slide shoe (item 26 & 27). It appears that the plastic room slide shoe broke, which then allowed the bearing block (24) to twist into the hook rack (28) and not let the slide move in.

Actual pictures are at the end of this letter.



After repairing the rear half of the slide, they tested and discovered that the front side of the slide was making a lot of popping noises and was not working. They looked in the track and discovered that the same thing had happened to the front slide and the plastic shoe had broken away from the bearing block, so now they had to replace the parts to fix the front also. Again taking parts from another broken one, found enough parts to fix the front one also.

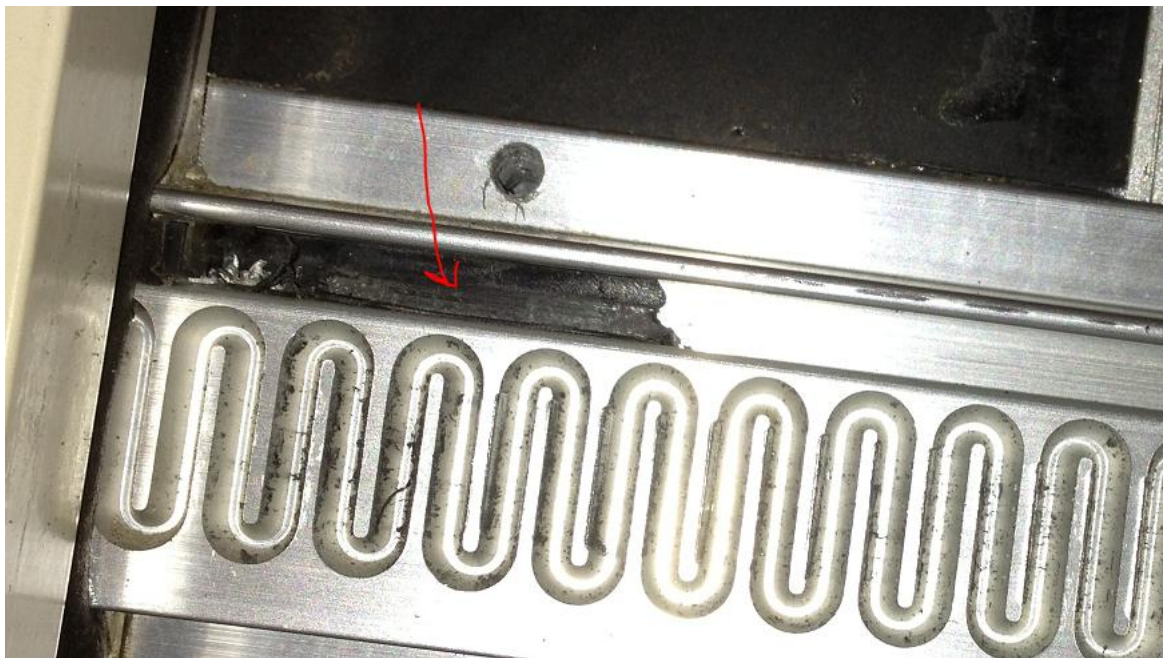
After repairing both mechanisms, it still would not close correctly, so they had to Jack up the slide to relieve the pressure and tried to move the slide in and out, they were finally able to get the slide repositioned to where the mechanism would open and close the slide.

They also found a gear that was installed upside down inside the bearing block and had already created some wear on that part.

This is a picture of the broken plastic room slide shoes that failed on both front and rear slides after only 10-15 opening/closing.



This is a picture of the plastic shoe that was broken inside the front half of front driver slide, you can see how one side was broken off and allowed the metal bearing block to float in the tracks.



Here is the track where the bearing block was binding on the track and making the popping noise and



not moving well.



Here is a picture of the bearing block, where the shoe had broken off and it was rubbing metal on metal with the track.



Both of these slide mechanism for the driver side front slide only had 10-15 opening and closings on them before they failed, and this was the second set of slides (the improved ones) and they lasted about the same amount of openings.

I know after talking to Eric Gustafson at Winnebago Owner Relations that they are aware of the issue and working with LCI for a resolution, hopefully soon since we have to have new mechanism's replaced every 10-15 openings and don't have the secure feeling that it will work correctly.

Also a very Special THANK YOU to Pablo Munoz who took the time to gets us temporarily working for our trip while we are waiting for parts and taking the time to show me what he found, he is a GREAT asset for Winnebago's Service Network.

Thanks for your assistance and let me know if there is anything that we can do to help get this issue resolved.

Paul Potter
2013 Winnebago Journey 42E
SN: 10P96P273402