## **Tori Lloyd**

From: Josie Caban

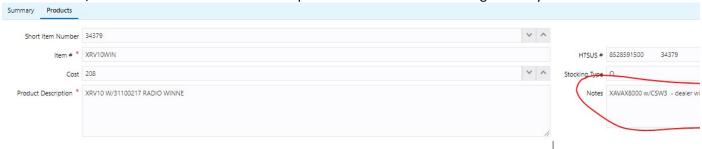
Sent: Wednesday, October 27, 2021 9:18 AM

To: Call Center

Subject: FW: [EXTERNAL] FW: ASA Electronics - XRV10 warranty solution

FYI

XRV10WIN replacements for Winnebago can be replaced with the following: XAVAX8000 w/CSW3 - dealer will need to order specific brackets from Winnebago directly.



## Sincerely,

### Josie Caban

**Customer Service Supervisor** 

PH: 800- 688-3135 FX: 574-266-1533 ASA Electronics 2602 Marina Drive Elkhart, Indiana 46514 www.asaelectronics.com



Note: Please send all Customer Service related inquiries to <u>inquiry@asaelectronics.com</u> and all purchase orders to <u>orderentry@asaelectronics.com</u>.

From: Kurt Wood <kwood@asaelectronics.com> Sent: Tuesday, October 26, 2021 11:46 AM

To: Craig B. Carpenter < cbcarpenter@winnebagoind.com>

Cc: Cedric Waters <cwaters@asaelectronics.com>; Troy Swearingen <tswearingen@winnebagoind.com>; Jeff

Haugen <jhaugen@winnebagoind.com>; Josie Caban <jmcaban@asaelectronics.com>

Subject: RE: [EXTERNAL] FW: ASA Electronics - XRV10 warranty solution

Craig,

The XAVAX8000 Sony radio and the CSW3 will replace the XRV10WIN. According to Donna Bindel, Senior Vendor/Recall Administrator at Winnebago, ASA will supply the XAVAX8000 Sony radio and the CSW3. The dealer would more than likely have to order the specific brackets from Winnebago to complete the repair.

From Donna L. Bindel, Sr. Vendor/Recall Administrator

Yes, it should—get the replacement part from the vendor and the dealer would more than likely have to order the brackets from us to complete the repair.

Donna

Respectfully,

## **KURT M WOOD**

Service Manager ASA Electronics 2602 Marina Drive Elkhart, IN 46514 www.asaelectronics.com



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From: Craig B. Carpenter < cbcarpenter@winnebagoind.com>

**Sent:** Tuesday, October 26, 2021 11:40 AM **To:** Kurt Wood < <u>kwood@asaelectronics.com</u>>

Cc: Cedric Waters < cwaters@asaelectronics.com >; Troy Swearingen < tswearingen@winnebagoind.com >; Jeff

Haugen < jhaugen@winnebagoind.com >

Subject: RE: [EXTERNAL] FW: ASA Electronics - XRV10 warranty solution

Has there been any progress on this? Please see below...

Craig B. Carpenter

716-679-8635 | <u>cbcarpenter@wgo.net</u>

# WINNEBAGO

From: Kurt Wood < <a href="mailto:kwood@asaelectronics.com">kwood@asaelectronics.com</a>>
Sent: Thursday, September 9, 2021 1:52 PM

To: Craig B. Carpenter < <a href="mailto:cbcarpenter@winnebagoind.com">cbcarpenter@winnebagoind.com</a>>

**Cc:** Cedric Waters < cwaters@asaelectronics.com >

Subject: [EXTERNAL] FW: ASA Electronics - XRV10 warranty solution

Craig,

We are working through the details with Al and Dean. You're in put is also appreciated. We do not know what the specks of the dash and how it will look when we substitute in the one din Sony with the 8" screen Below is what we have for physical reference. (an older Winnebago with a standard 2 din radio. Secure mounting is also a concern based on what we see here on the vehicle we have.

Al Stokka: astokka@wgo.net - Electrical Engineer

Dean Casad: djcasad@wgo.net - Director, Customer Experience

Respectfully,

### **KURT M WOOD**

Service Manager ASA Electronics 2602 Marina Drive Elkhart, IN 46514 www.asaelectronics.com



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From: Kurt Wood

**Sent:** Thursday, September 9, 2021 9:57 AM **To:** <a href="mailto:astokka@wgo.net">astokka@wgo.net</a>; <a href="mailto:djcsad@wgo.net">djcsad@wgo.net</a>

**Cc:** Raymond Sears < <u>RSears@asaelectronics.com</u>> **Subject:** ASA Electronics - XRV10 warranty solution

Al and Dean,

We are looking for a workable solution to cover warranties on the XRV10 large screen radio. The Sony -8.95" Digital Media Receiver with Built-in Bluetooth, Model:XAVAX800 is a workable solution. The issue we are running into is the XRV10 is a double din and the Sony is a single din radio. We do not know the mounting configuration used during installation.

We have a 09/16 Winnebago in house, but it has a conventional double din radio installed.

We do not know what will be needed to correct the aesthetics of the



installation.....

Is the XRV10 installed at an angle for the driver, as it is here?



The Driver's Side mount would only have one screw holing a single din radio It may require an additional bracket to provide the needed stability

The passenger side would only have one mounting screw (it is difficult to see in this



pic)

I have included Ray Sears in on this. He is one of our Application Specialists. I expect that he will have more detailed questions than I have.

In order to put a "kit " together that uses the Sony XAVA800, we will need to understand the mounting used in your applications.



Respectfully,

## **KURT M WOOD**

Service Manager ASA Electronics 2602 Marina Drive Elkhart, IN 46514 www.asaelectronics.com



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