



## **IMPORTANT SAFETY RECALL**

This notice applies to your 2016 Grand Design Reflection <Model>, VIN <VIN>

October 28, 2016

<Customer Name>

<Address 1>

<Address 2>

<City> <State> <ZIP code>

Dear Grand Design RV Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Grand Design RV has decided that certain 2015 through 2017 Reflection 357BHS & 367BHS fifth-wheel trailers fail to conform to 49 CFR Part 567, "Certification".

### **! IMPORTANT !**

- Your Reflection falls within the recall population.
- You should immediately schedule an appointment with your dealer to have your Reflection Federal Certification Labels replaced.

#### **Why is a recall being conducted?**

On select model vehicles manufactured between November 12, 2014 and September 22, 2016 the Federal Certification Label indicates an incorrect Gross Axle Weight Rating (GAWR). Due to a wheel load capacity rating of 3,200 lbs., the actual GAWR should have been listed as 6,400 lbs. rather than 7,000 lbs. In the event that the vehicle is loaded to the stated maximum GAWR on either axle the potential exists that you could exceed that rated load capacity of one or more wheels. Should this occur there is an increased risk of wheel failure that could result in a loss of control and/or crash.

**What are we doing about the problem?**

On affected vehicles, the Federal Certification Label will need to be replaced with a corrected label. Current owners can change the label themselves by contacting Grand Design at 574-825-9679 and we will send the corrected label set to you for installation. Installation instructions are attached. If you are not comfortable installing the label yourself, you can have your Grand Design dealer perform the installation. Dealers have been notified of this recall and have the required installation instructions available. Installation is estimated to take no more than 15 minutes. There will be no charge for this service.

**What should you do?**

Notify Grand Design by calling 574-825-9679 if you wish to install the corrected label yourself so we can immediately ship the label set to you, or contact your selling or nearest Grand Design dealer to schedule an appointment to have the corrected label installed.

**What if I no longer own this recreational vehicle?**

Please notify Grand Design either by phone: 574-825-9679, fax: 574-825-9700, or email: [warranty@granddesignrv.com](mailto:warranty@granddesignrv.com) to inform us that you no longer own this vehicle. Please be sure to include your 17 digit VIN in all correspondence.

**Who should you contact if you have further questions or concerns?**

Please contact Grand Design either by phone: 574-825-9679, fax: 574-825-9700, or email: [warranty@granddesignrv.com](mailto:warranty@granddesignrv.com) with any questions or concerns.

**If you are the lessor of this vehicle**, please forward a copy of this notice to the lessee within ten days to comply with federal regulations.

If after having attempted to take advantage of this recall you believe you have not been able to have your Reflection remedied without charge and within a reasonable amount of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, D.C., 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this recall may cause, however your safety is our primary concern.

Sincerely,

Grand Design RV, LLC