



IMPORTANT SAFETY RECALL

This notice applies to your <Model Year> Grand Design <Brand> <Model>, VIN <VIN>

December 19, 2016

<Customer Name>

<Customer Address>

<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 a defect which relates to motor vehicle safety may exist with the exterior retractable roof access ladder on your recreational vehicle.

! IMPORTANT !

- Your vehicle falls within the recall population.
- You should immediately schedule an appointment with your dealer to have your ladder repaired.
- **Do not** use your exterior retractable roof access ladder until the recall repairs have been completed.

Why is a recall being conducted?

On select 2015–2016 Momentum & Solitude model vehicles manufactured between July 8, 2014 and August 31, 2015, the exterior roof access ladder supplied by Christianson Industries has a welded “top hat” on the retractable hinges that can separate from the hinge assembly. If this were to occur, the potential exists for the ladder assembly to detach from the vehicle, resulting in the possibility of personal injury.

11333 County Road 2, Middlebury, IN 46540

Phone: 574-825-8000, Fax: 574-825-9700

www.granddesignrv.com

What are we doing about the problem?

On affected vehicles, dealers will install a brace on each of the retractable hinges that will prevent detachment of the ladder from the vehicle in the event that the “top hat” plate should fail. Stock quantities of the repair “kit” are readily available. Grand Design dealers have been notified of this recall and have the required repair instructions available. Repair is estimated to take no more than 1 hour. There will be no charge for this service.

What should you do?

Please contact your selling or nearest Grand Design RV dealer as soon as possible to schedule an appointment. If your distance from a Grand Design dealer is significant, please contact us at 574-825-9679 so we can work with you to make other arrangements to have the needed repairs completed. You should not use the exterior retractable ladder on your vehicle until the ladder assembly has been repaired.

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 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 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 you have already paid to have your vehicle repaired for this condition, you may be eligible for reimbursement of the charges you paid for the repair. To request reimbursement, please submit your request in writing along with a repair receipt to: Grand Design RV, Customer Service, 13861 County Road 4, Bristol, IN 46507.

If after having attempted to take advantage of this recall you believe you have not been able to have your vehicle 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

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