



IMPORTANT SAFETY RECALL

This notice applies to your [REDACTED] Grand Design Reflection [REDACTED], VIN [REDACTED]

April 14, 2015



Dear [REDACTED],

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

Grand Design RV has decided that a defect which relates to motor vehicle safety exists in certain Lippert Components 5200# axles installed on your recreational vehicle.

! IMPORTANT !

- Your Reflection falls within the recall population.
- You should avoid extended travel and immediately schedule an appointment with your dealer to have your Reflection inspected & if necessary, repaired.

Why is a recall being conducted?

On vehicles manufactured between March 12, 2015 and April 6, 2015 with Lippert Components 5200# axles that used Tru-Ryde axle hubs, the axle hub studs may shear or break. If the axle hub studs were to shear or break while your trailer is being towed the potential exists for wheel separation from the trailer. Should this occur there is the potential for loss of control of the vehicle which could result in a crash creating the possibility of injury or death.

What are we doing about the problem?

On affected vehicles, the axle hub assembly will be replaced with a new assembly from Lippert Components. Stock quantities 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 2 hours. There will be no charge for this service.

What should you do? Please contact your selling or nearest Grand Design 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 avoid extended travel until your Reflection has been inspected and/or 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 Reflection 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 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 safety recall may cause, however your safety is our primary concern.

Sincerely,

Grand Design RV, LLC