



IMPORTANT SAFETY RECALL

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

July 20, 2020

<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 electrical circuit protection on your recreational vehicle.

! IMPORTANT !

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

Why is a recall being conducted?

On select 2016-2019 Reflection Fifth-Wheel Trailers & Travel Trailers manufactured between April 2, 2015 and October 31, 2018, the 110 Volt wire connector(s) in the underbelly may not be properly secured and may drop to the bottom of the underbelly over time. If water intrusion into the underbelly were to occur and the connector(s) were to contact this water the potential exists for an electrical short circuit, increasing the risk of a fire.

What are we doing about the problem?

On affected vehicles, dealers will open the underbelly at the locations of the connectors and secure the connectors in a way to assure they cannot make their way to the bottom of the underbelly and potentially come in contact with water. Grand Design dealers have been notified of this recall and have the required repair instructions available. Repair is estimated to take less than one (1) hour. There will be no charge for this service.

What should you do?

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 inspection & repairs completed.

What if I no longer own this recreational vehicle?

Notify Grand Design either by phone: 574-825-9679, fax: 574-825-9249, or email: customerservice@granddesignrv.com to inform us that you no longer own this vehicle. Please be sure to include your 17digit 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: 574-825-9249, or email: customerservice@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, 11356 County Road 2, Middlebury, IN 46540.

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

11333 County Road 2, Middlebury, IN 46540
Phone: 574-825-8000, Fax: 574-825-9700
www.granddesignrv.com