



(Draft)

IMPORTANT SAFETY RECALL

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

September 30, 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 a LP gas supply line 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 2017-2021 Solitude Fifth-Wheel Trailers manufactured between August 18, 2016 and July 30, 2020, the rubber LP gas supply line which passes through the refrigerator compartment may come in contact the refrigerator cooling unit burner tube on certain gas absorption refrigerators. If this were to occur, the heat from the refrigerator burner tube could damage the LP gas line and result in a potential LP gas leak and subsequent fire.

What are we doing about the problem?

On affected vehicles, dealers will access the rubber LP line behind the lower exterior refrigerator vent. Thermal foil heat barrier material will be wrapped around the LP hose in the vicinity of the burner tube location and the LP supply line will be secured with P-clamps to the wall keeping the line away from the refrigerator burner tube. Grand Design dealers have been notified of this recall and have the required repair instructions available. Repair time is estimated to take less than 30 minutes. 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 and choose the "Recall" prompt 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 and choose the "Recall" prompt, 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