



## **SAFETY RECALL 2021-516**

**This notice applies to your «Model\_Year» Grand Design «Series» «Model», VIN «VIN»**

September 7, 2021

«Name»

«Address\_1»

«City», «State» «Zipcode»

Canada

Dear Grand Design RV Owner:

This notice is sent to you in accordance with the requirements of the *Canada Motor Vehicle Safety Act*. This is to inform you that your vehicle may contain a defect that could affect the safety of a person.

Grand Design RV and Dexter Axle have decided that a defect which relates to motor vehicle safety may exist with the Dexter D30 axles installed 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 repaired.

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

On **2021 Imagine XLS Travel Trailers manufactured between July 22, 2020, and July 24, 2020**, a small number of travel trailers equipped with Dexter D30 axles may have the incorrect axle bearings installed. As a result, the bearings could wear quickly and cause an axle failure. If this happens, the wheel assembly could also separate from the trailer. An axle failure could cause a loss of control and increase the risk of a crash. Additionally, a wheel that separates could also hit another person or vehicle.

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

On affected vehicles, Grand Design dealers remove the axle hubs and inspect the bearing to determine if the incorrect bearings have been installed on your axles. If an axle contains the incorrect bearings, the dealer will install a new axle assembly. Replacement parts are readily available. Repair time is estimated to take less than three hours. 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: [recall@granddesignrv.com](mailto:recall@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: 574-825-9249 and choose the "Recall" prompt, or email: [recall@granddesignrv.com](mailto:recall@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.

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 contacting your dealer and/or our Customer Service Helpline, should you have additional questions regarding this recall, you may contact Transport Canada – Road Safety, 80 rue Noël, Gatineau, Quebec, J8Z 0A1; or call 1-800-333-0510.

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

Sincerely,  
Grand Design RV, LLC