



IMPORTANT SAFETY RECALL

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

October 17, 2018

<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.

Dexter Axle and Grand Design RV have decided that a defect which relates to motor vehicle safety may exist with the 4400# 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, if necessary, repaired.

Why is a recall being conducted?

On select 2019 Reflection, Imagine & Transcend travel trailer and fifth-wheel vehicles with 4400# axles manufactured between June 25, 2018 and August 14, 2018, the inner bearing cup (bearing race) may be missing. As a result, the potential exists for premature bearing failure. If this were to occur the possibility exists for a wheel hub failure that could lead to a loss of control resulting in a crash and 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 inspect the hubs on your axles to determine if the gap between the hub and backing plate is the required minimum. If the gap is not the required minimum the affected axle(s) will be replaced. Grand Design dealers have been notified of this recall and have the required inspection/repair instructions available. Inspection is estimated to take no more 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 so we can work with you to make other arrangements to have the needed inspection 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: 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: 574-825-9249, 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, 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