



SAFETY RECALL 2021-328

DRAFT

This notice applies to your «Model_Year» Grand Design «Series» «Model», VIN «VIN»

June 28, 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 has decided that a defect which relates to motor vehicle safety may exist with the Winn-Tec propane (LP) Regulator 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.
- **Do Not** use your propane system if you detect a strong odor of propane, hear a loud “hissing” sound from your propane appliances, or see a larger than normal flame at the burner tube of your propane appliances.

Why is a recall being conducted?

On **2016-2021 Imagine, Transcend & Momentum Travel Trailers manufactured between July 17, 2015, and December 17, 2020**, the propane (LP) regulator could fail. If this happens, high-pressure propane could reach the appliances. Unregulated propane pressure can create the risk of an appliance fire. **Note: This recall affects trailers equipped with a Winn-Tec regulator.**

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 install a replacement propane (LP) regulator from another manufacturer. Replacement part availability is limited due to current supply chain constraints however Grand Design is taking the necessary steps to procure as many replacement regulators as possible. Repair time is estimated to take less than one hour. There will be no charge for this service.

What should you do?

If you smell propane gas inside your travel trailer or see a larger than normal flame height at the burner tube at your appliances, you should evacuate and turn off the gas supply immediately. 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 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: 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.

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 a Winn-Tec regulator was used in a previous repair, it must be replaced with a Grand Design approved regulator.**

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

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