



## **IMPORTANT SAFETY RECALL**

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

**NHTSA Recall No. 23v-788**

January 5, 2024

<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 has decided a safety defect exists in certain model years 2024 Grand Design Reflection Travel Trailers and Fifth Wheels equipped with defective power receptacles. Accordingly, a recall to address this issue is being initiated effective January 5, 2024.

### **! IMPORTANT !**

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

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

The defect involves certain 2024 Reflection Travel Trailers & Fifth Wheels equipped with potentially defective power receptacles. The affected power receptacles, produced by Hubbell Wirecon, the hot and neutral plug blade opening on one of the two receptacles outlet faces are reversed. The defect could lead to it may lead to an electrical short, with the potential to cause product failure, property damage, and an increased risk of fire or injury.

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

Grand Design RV will notify owners by mail and advise you take your trailer to a dealership to replace the defective receptacles. Grand Design will supply to your dealer, the necessary items to complete the repair or replace the incorrect part. Time for repair is approximately XXXXX. These repairs will be done free of charge.

**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 or email [recall@granddesignrv.com](mailto:recall@granddesignrv.com) We can discuss other arrangements to have the needed 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: [registration@granddesignrv.com](mailto:registration@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 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