



IMPORTANT SAFETY RECALL

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

December 29, 2017

<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 the power tongue jack 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.
- If the laminated plastic tongue jack touch-pad cover is cracked or separated, **Do Not** tow your vehicle in wet conditions until the recall repairs have been completed.

Why is a recall being conducted?

On select 2017-2018 Reflection & Imagine travel trailer vehicles manufactured between January 31, 2017 and August 25, 2017, the power tongue jack may extend or retract on its own if the laminated plastic touch-pad is cracked or separated and water intrusion to the electronic control board were to occur. If jack extension were to occur while the trailer is under tow, the potential exists for a loss of vehicle control and/or crash.

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 an updated version of the power tongue jack that incorporates circuit protection against water intrusion. Stock quantities of the updated power tongue jack are readily available. Grand Design dealers have been notified of this recall and have the required repair instructions available. Repair is estimated to take no more than 1 hour. 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 repairs completed. You should not operate or tow your vehicle in wet conditions if the power tongue jack touch-pad is cracked or separated.

What if I no longer own this recreational vehicle?

Notify Grand Design either by phone: 574-825-9679, fax: 574-825-9700, 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: 574-825-9700, 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

11333 County Road 2, Middlebury, IN 46540
Phone: 574-825-8000, Fax: 574-825-9700
www.granddesignrv.com