



IMPORTANT SAFETY RECALL

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

February 5th, 2021

<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.

Dometic Corporation has determined that a defect which relates to motor vehicle safety may exist with the 3-burner cooktop/range in your recreational vehicle. As the final stage manufacturer, Grand Design RV is sending you this recall notice.

! 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 2020 Transcend Travel Trailers manufactured between December 5, 2019 and January 13, 2020, the 3-burner cooktop/range manufactured by the Dometic Corporation may develop a gas leak at the joint between the gas saddle valve for the burners and the manifold under the burner surface. In the event of a gas leak, the potential exists for a fire.

What are we doing about the problem?

On affected vehicles, dealers will install a remedy kit comprised of gaskets, washers, thread-locker bolts, and orange labels. Repair time is estimated to take less than one 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 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 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