



SAFETY RECALL 2020-280

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

July 20, 2020

«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 electrical circuit protection 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.

Why is a recall being conducted?

On certain 2016-2019 Reflection Fifth-Wheel Trailers & Travel Trailers manufactured between April 2, 2015 and October 31, 2018, the electrical connector(s) located below the floor in the underbelly may not be properly secured. As a result, the connector(s) could fall to the bottom of the under-floor area. If this happens, and water enters the area, there could be an electrical short circuit, increasing the risk of a fire.

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 open the underbelly at the locations of the Molex connectors, then bundle and secure them to the underside of the floor or a frame cross member. Grand Design dealers have been notified of this recall and have the required repair instructions available. Repair is estimated to take less than one (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.

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, 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 after having attempted to take advantage of this recall you believe you have not been able to have your vehicle repaired without charge and within a reasonable amount of time, you may submit a complaint to the Head of Recalls, Motor Vehicle Safety Investigations Laboratory, Transport Canada, 80 Noël Street, Gatineau, Quebec, J8Z 0A1; or call 1-800-333-0510; or go to <http://www.tc.gc.ca/recalls>.

We apologize for any inconvenience this recall may cause, however your safety is our primary concern.

Sincerely,
Grand Design RV, LLC