



IMPORTANT SAFETY RECALL

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

September 4, 2015

<<Customer Name>>

<<Customer Address>>

<<Customer City, State ZIP Code>>

Dear <<Customer First Name>>,

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 axles installed on your recreational vehicle.

! IMPORTANT !

- Your Reflection falls within the recall population.
- You should immediately schedule an appointment with your dealer to have your Reflection axles inspected & if necessary, replaced.

Why is a recall being conducted?

On select model vehicles manufactured between September 5, 2013 and June 30, 2015 the axle assemblies installed on the vehicle may not match the 6000 lb. Gross Axle Weight Rating (GAWR) identified on your Federal Certification Label. If the wrong axles were installed on your vehicle the potential exists for the axle load to exceed the Gross Axle Weight Rating of the axle. This condition will occur if the vehicle has 5200 lb. axles installed and the vehicle is loaded close to the full stated Cargo Carrying Capacity. Should this occur there is the potential for damage to the axle assemblies, resulting in axle or tire failure and increasing the risk of a crash.

What are we doing about the problem?

On affected vehicles, the axle assemblies will be replaced with 6000 lb. rated axles. Stock quantities 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 2 hours. There will be no charge for this service.

What should you do?

Please contact your selling or nearest Grand Design 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 inspection completed. You should avoid extended travel until your Reflection has been inspected and/or repaired.

What if I no longer own this recreational vehicle?

Please 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 Reflection 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, 13861 County Road 4, Bristol, IN 46507.

If after having attempted to take advantage of this recall you believe you have not been able to have your Reflection 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