



## **IMPORTANT SAFETY RECALL**

This notice applies to your **2023 Grand Design Transcend 235BH**

### **NHTSA Recall No. 23V-364**

June 12, 2023

<Customer Name>

<Address 1>

<Address 2>

<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, exists in certain 2023 Grand Design Transcend travel trailers. An emergency exit window was not installed in the main living area of your recreational vehicle. Were an emergency to occur, occupants of the vehicle would have no emergency exit option other than the entrance door in the main living area. This could lead to an increased risk of personal injury.

#### **! 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, have the emergency exit window installed.

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

On select model **Grand Design Transcend 235BH** recreational vehicles manufactured between **June 16, 2022, and November 30, 2022**, an emergency exit window may not be installed in the main living area. If an emergency were to arise, occupants of the vehicle would have no emergency exit option other than the entrance door in the main living area. This could lead to an increased risk of personal injury.

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

On affected vehicles, the standard window will be replaced with a safety approved, emergency exit window. 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?**

Please 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 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: [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