



IMPORTANT SAFETY RECALL

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

Transport Canada Recall No. 2023-626

January 5, 2024

<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 *Canadian 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 has decided a safety defect exists in certain model years 2024 Grand Design Reflection Travel Trailers and Fifth Wheels equipped with defective 120v electrical outlets. Accordingly, a recall to address this issue is being initiated effective January 5, 2024.

! IMPORTANT !

- Your vehicle falls within the recall population.
- You should immediately schedule an appointment with your dealer to have your vehicle repaired.

Why is a recall being conducted?

On certain RV trailers, the 120 V electrical outlet(s) installed during production may be defective. This could cause a short circuit. An electrical outlet that short circuits could create the risk of electrocution and/or fire.

What are we doing about the problem?

Grand Design will notify owners by mail and advise you to take your RV trailer to a dealership to replace the affected electrical outlet(s). Grand Design will supply to your dealer, the necessary items to complete the repair or replace the incorrect part. Time for repair is approximately 2 hours. These repairs will be done free of charge.

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 or email recall@granddesignrv.com We can discuss 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: 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 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 contacting your dealer and/or our customer care helpline, should you have additional questions in regards to this recall, you may contact Transport Canada - Road Safety, 80 rue Noël, Gatineau, Quebec J8Z 0A1 or call 1-800-333-0510.

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

Sincerely,
Grand Design RV, LLC