



SAFETY RECALL 2023 - 299

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

June 12, 2023

<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 RV has determined that a defect which relates to motor vehicle safety may exist with an emergency exit window 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 repaired.

Why is a recall being conducted?

On select model **Grand Design Transcend 235BH** recreational vehicles manufactured between **August 16, 2022, and November 29, 2022**, an emergency exit window may not have been installed. As a result, you may not be able to escape from the trailer in an emergency if the entry door is blocked. A missing emergency exit could increase the risk of injury in an emergency.

What are we doing about the problem?

Grand Design RV will notify owners by mail and advise you to take your trailer to a dealership to inspect, and if necessary, install an 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?

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 <http://www.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 Service Helpline, should you have additional questions regarding 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