



SAFETY RECALL 2020-424

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

September 30, 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 a propane gas supply line 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 2017-2021 Solitude Fifth-Wheel Trailers manufactured between August 18, 2016 and July 30, 2020, the rubber propane gas line that passes through the refrigerator compartment may not be properly secured and could contact the refrigerator burner tube. As a result, the rubber line could melt and cause a gas leak. If this were to occur, a propane gas leak could create the risk of an explosion or fire.

What are we doing about the problem?

On affected vehicles, dealers will inspect the propane lines in the refrigerator compartment. Any lines showing damage will be replaced and routed away from the burner tube of the refrigerator. Dealers will also wrap the propane line with a heat resistant foil in the area near the burner tube. Grand Design dealers have been notified of this recall and have the required repair instructions available. Repair time is estimated to take less than 30 minutes. 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 so we can work with you to make 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: 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 and choose the "Recall" prompt, 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 contacting your dealer and/or our Customer Service 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