



## **SAFETY RECALL 2020-602**

**This notice applies to your «Model\_Year» Grand Design «Series» «Model», VIN «VIN»**

February 5th, 2021

«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.

Dometic Corporation has decided that a defect which relates to motor vehicle safety may exist with 3-burner cooktop/stove in your recreational vehicle. As the final stage manufacturer, Grand Design RV is sending you this recall notice.

### **! 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 2020 Transcend Travel Trailers manufactured between December 5, 2019 and January 13, 2020 equipped with a Dometic propane gas stove, there could be an odor of propane gas after a short period of use. If a user attempts to tighten the bolt for the stove's valve in order to stop the smell, they could over-tighten the bolt and cause damage to the seal. This can result in a constant gas leak. A propane gas leak could create the risk of a fire or explosion.

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

On affected vehicles, dealers will install a remedy kit comprised of gaskets, washers, thread-locker bolts, and orange labels. Repair time is estimated to take less than one hour. There will be no charge for this service.

**What should you do?**

***If you smell propane gas inside your travel trailer, you should evacuate and turn off the gas supply immediately.*** 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](mailto: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](mailto: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