

8/18/21 10:43 AM

[REDACTED]
Indianapolis, IN [REDACTED]
[REDACTED]

August 6, 2021

Grand Design RV
11333 Co Road 2,
Middlebury, IN 46540

To Whom it may concern:

Since the purchase of our 2021 Grand Design Solitude RV VIN: **573FS4224M** [REDACTED] in January 2021 from Colerain Family RV of Indianapolis, IN. We have experienced nothing but ongoing issues. Some minor issues have been resolved and the major issues have not been addressed by Colerain Family RV.

When initially receiving our RV in January 2021, our first encounter with an issue was in Atlanta, GA. The battery froze and needed to be replaced. I was never informed that batteries could freeze. I contacted Colerain Family RV who allowed the purchase of a new battery and received reimbursement.

The second encounter we experienced was in Little Rock, AR. The regulator malfunctioned with the smell of propane. This leakage prevented us from utilizing any appliance that required propane. No assistance was available in Little Rock, AR. I contacted the Service department of Colerain Family RV and was informed to look at YouTube to resolve my issue. I reminded the services department personnel, I shouldn't have to review any YouTube videos when the RV was less than two months old and under factory warranty. I contacted Campers Inn RV dealership in Tucker, GA, our next place to visit. Campers Inn informed us, they're willing to assist once they determine if the regulator is the actual cause and contact Grand Design for approval.

While camping in South Carolina, we noticed water seepage coming from underneath the driver side kitchen slideout (see attached picture).

Majority of the blinds also have watermarks. I attempted to contact Colerain Family RV once again regarding my issues. I never received a call back after leaving numerous voice messages. Therefore, all communication with Colerain Family RV was no longer an option.

[Handwritten signature]

My list of concerns are outlined below. I'm also providing you with the actual pictures of my unresolved issues as of Aug 6, 2021.

1. Both sofa beds were missing bolts to allow usage of the sofa beds. (Bolts were replaced by the owner).
2. Refrigerator shows code (DR) due to a faulty Norcold door switch.
3. Bedroom closet door - brutal force is required to open/close the closet door due to screws not properly installed and/or the door not properly installed on the rails.
4. Side molding - while operating the slideouts (Living Room). The molding broke while operating the slides.
5. Wall paneling next to recliner chairs has separated as shown. This occurred during transport of the RV.
6. Pantry drawer (top drawer) will not allow the pantry drawer to open properly due to bearings fallen out.
7. The reclining chairs are not secured and constantly move while RV is being transported. (Not sure if this is normal)?

Entry/Screen Door - Entry door will not close unless force is applied to include the screen door.

Structural issues -

Screws continuously fall from the outside of the RV while transported. Causing the RV to become unsafe while transporting.

Storage compartments -

Screws are falling from the inside of the storage compartments while being transported to include an abundance of sawdust accumulates where screws have fallen out after being transported.

I was thrilled with the purchase of our 2021 Grand Design Solitude RV, knowing we would enjoy seeing the United States from a different view. If only I knew the issues I would encounter. We would never purchase a Grand Design Solitude RV.

It's all about Customer Service after the sale. Personally, it seems to be about the sale. My twelve month manufacturer warranty will expire January 2022, leaving me to correct ALL issues that should not exist. In the Grand Design Service and Warranty mission statement, it states as follows.

"Strong partnerships with the absolute best Dealers in the Industry. Our Dealers have long- standing reputations for providing outstanding customer service support on a consistent basis."

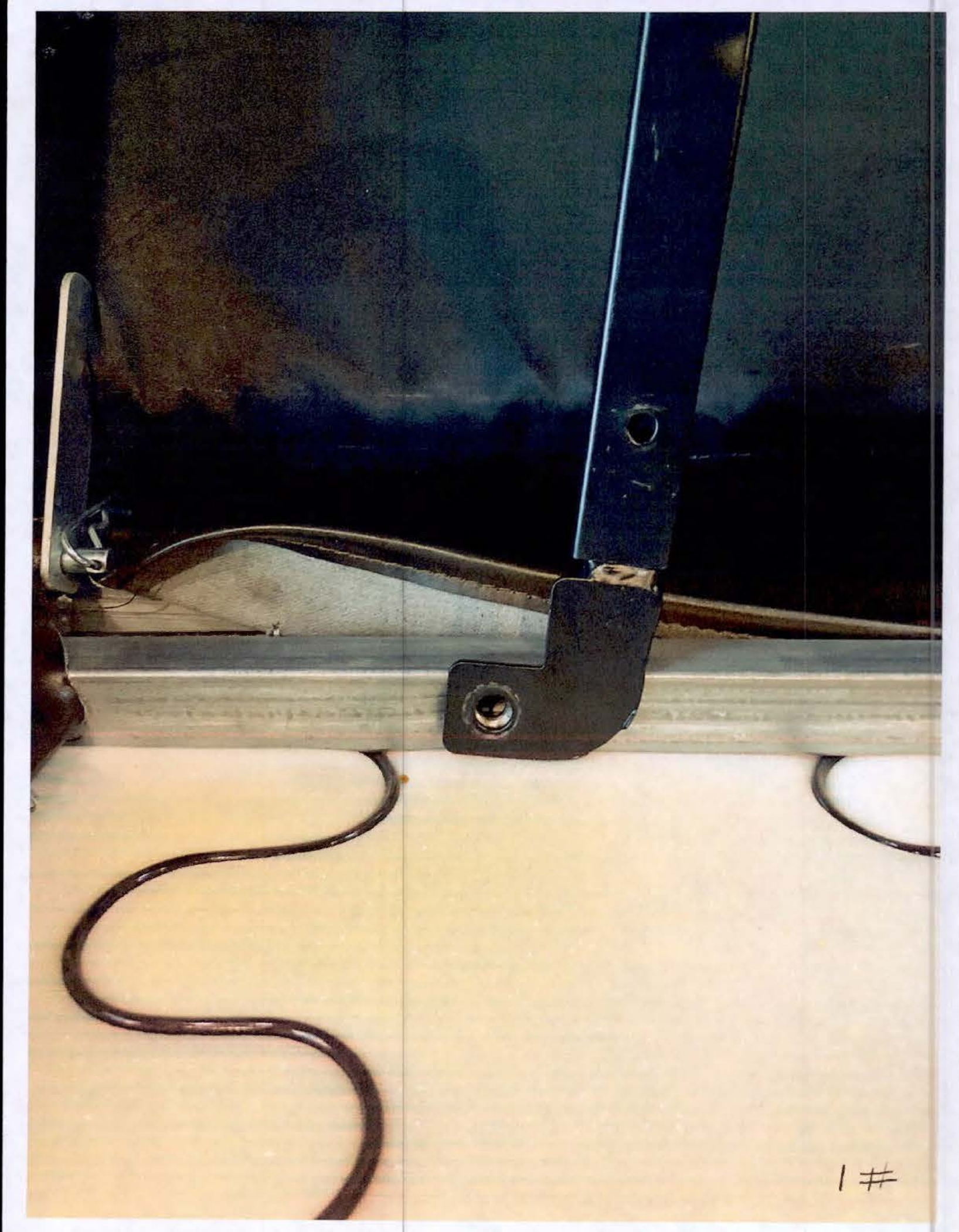
I'm sure Grand Design is an outstanding company with strong partners and stands by the RV's they sell with pride. However, I second guess the partnership you have with Colerain Family RV of Indianapolis, IN

Thank you for your attention with this matter.

CC: NHTSA Headquarters Attn: Administrator 1200 New Jersey Avenue, SE Washington DC 20590

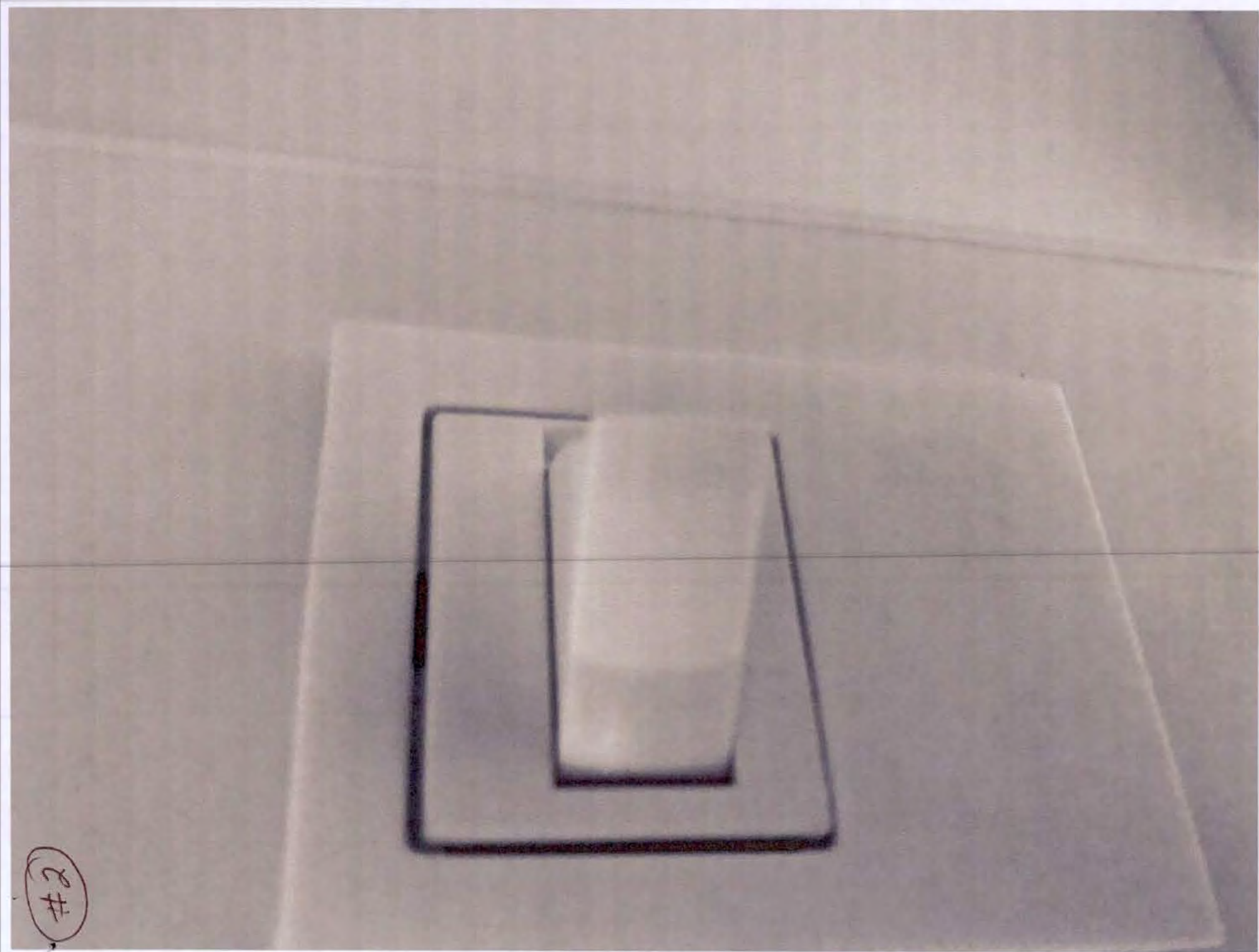
Sincerely,

[REDACTED]



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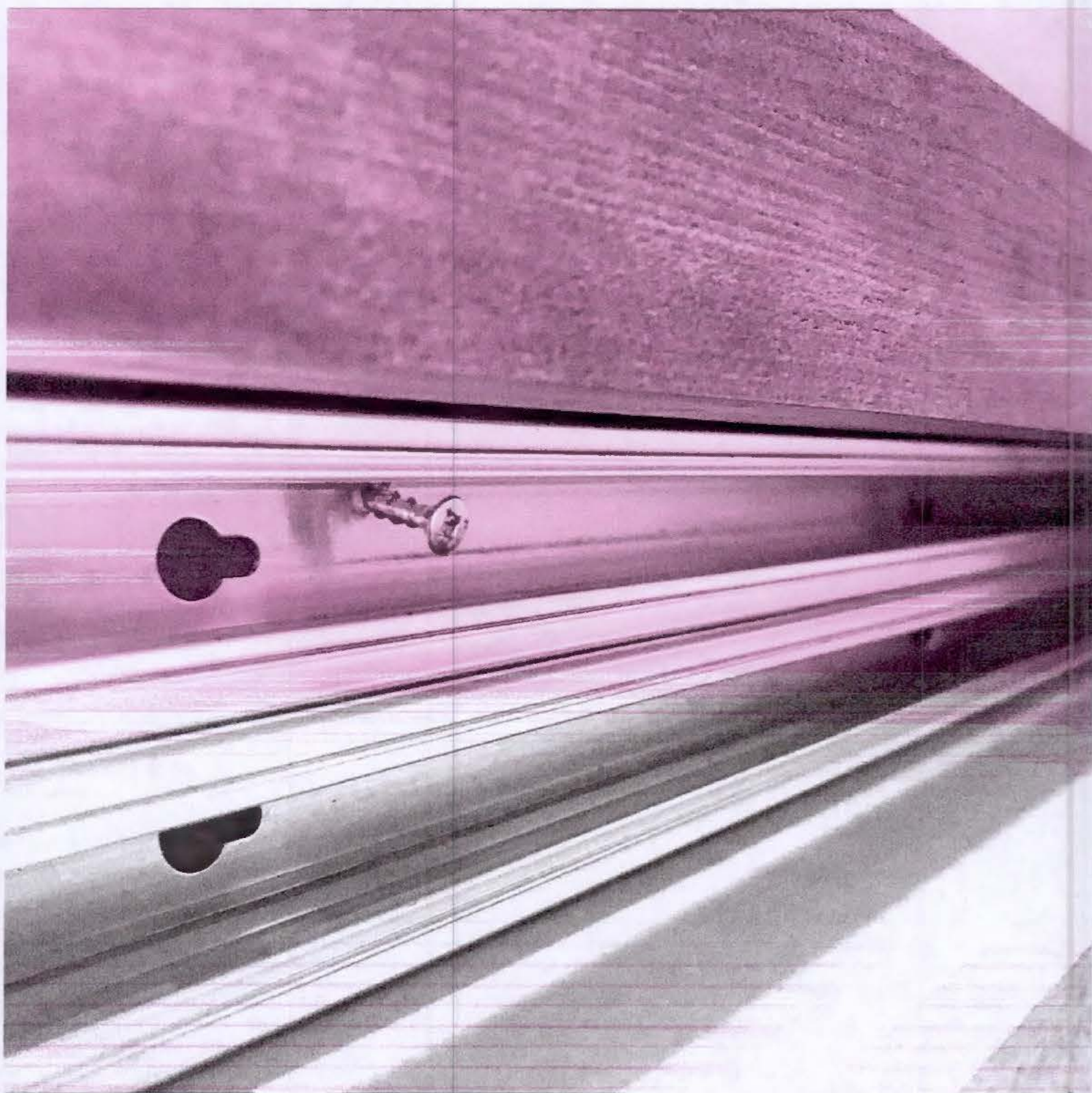




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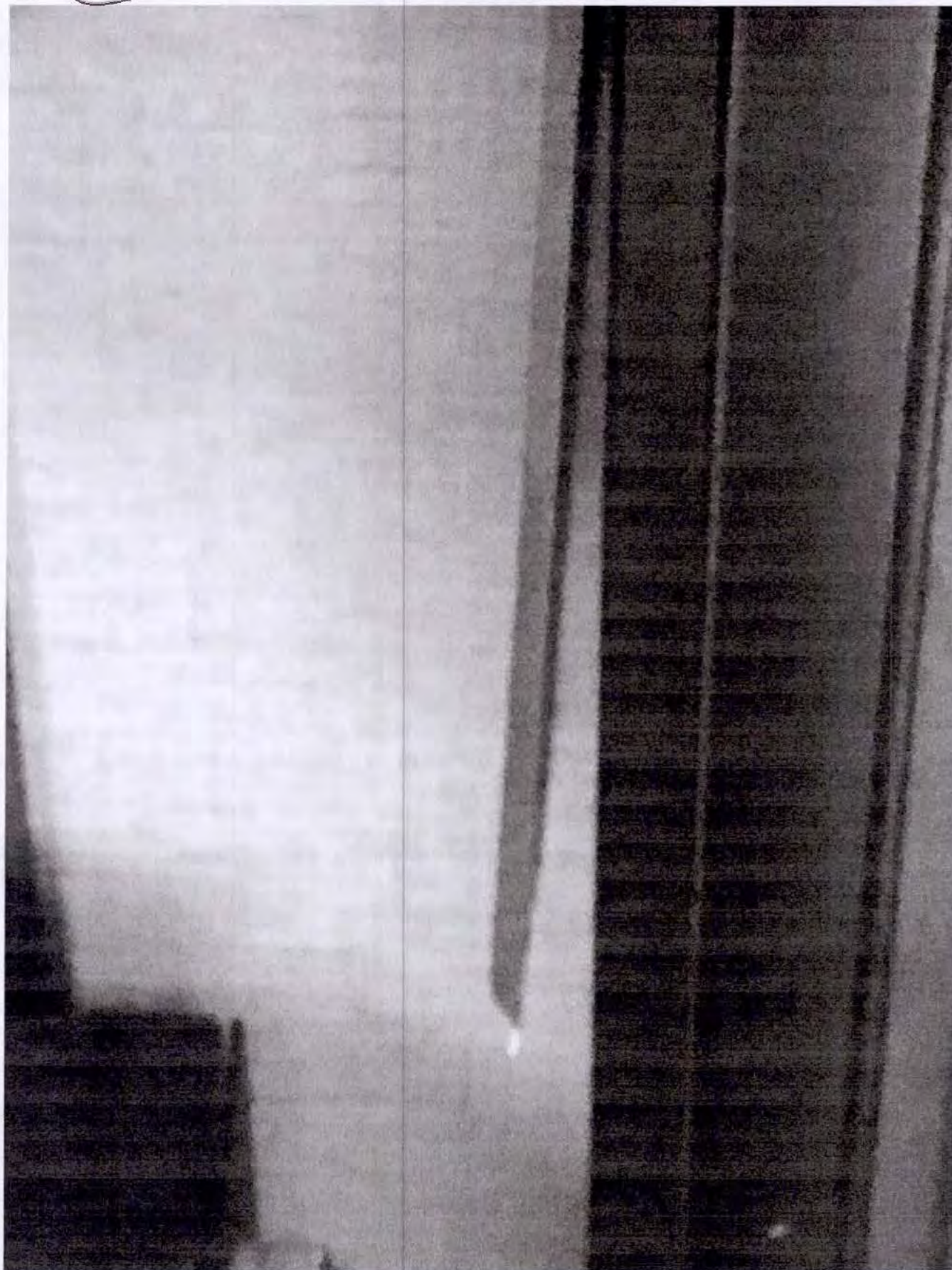
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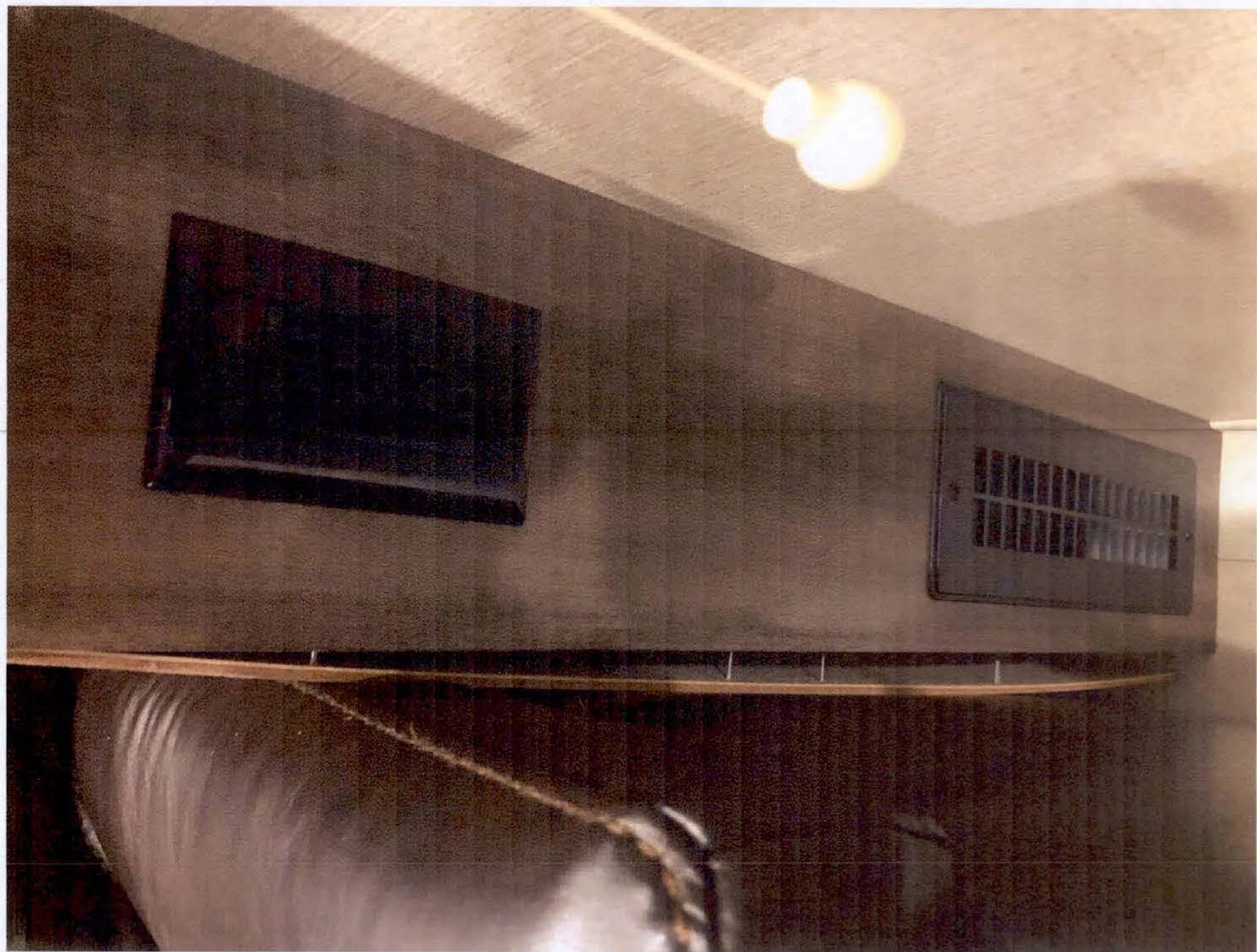


7/3/2021

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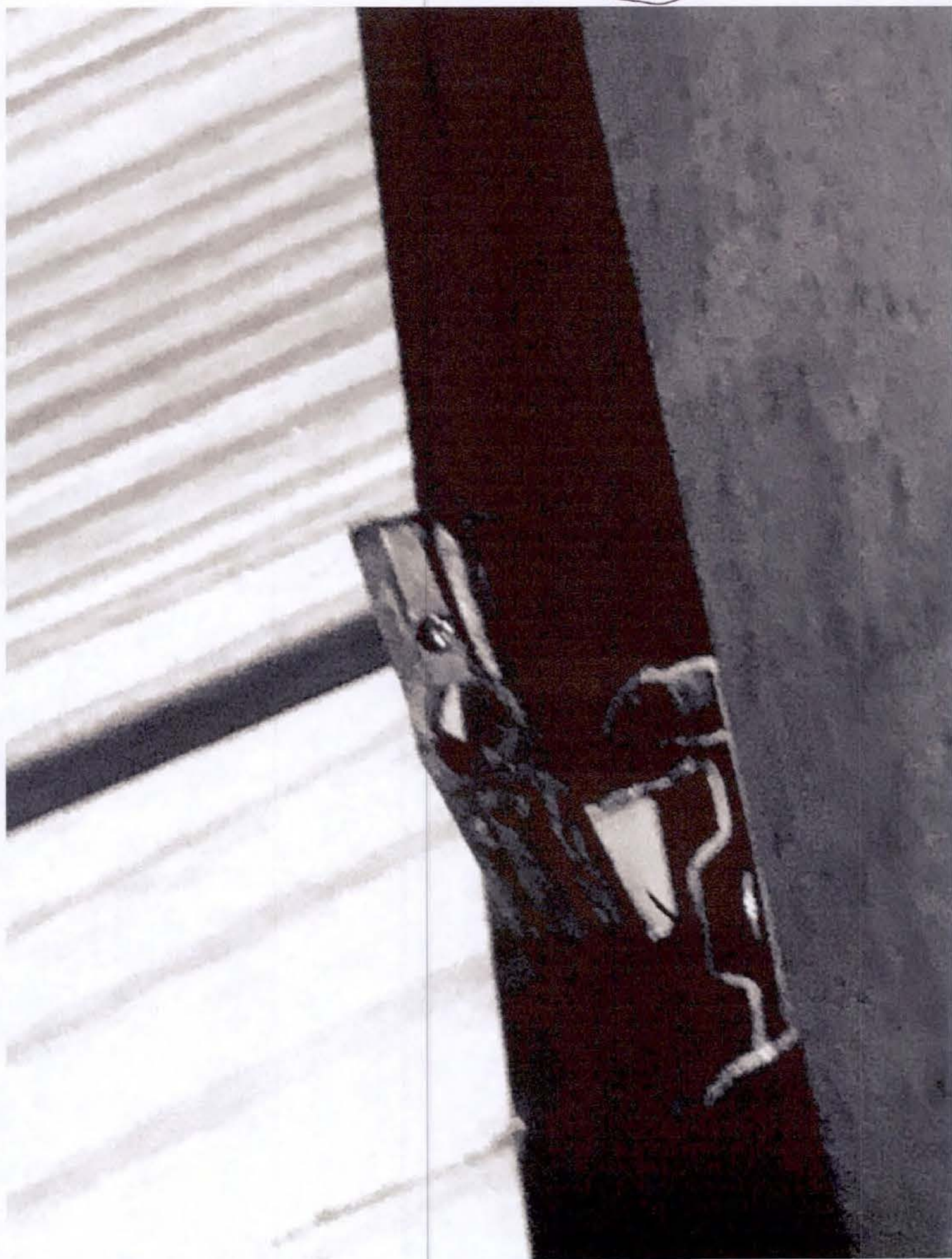
Gmail - Slideout side molding





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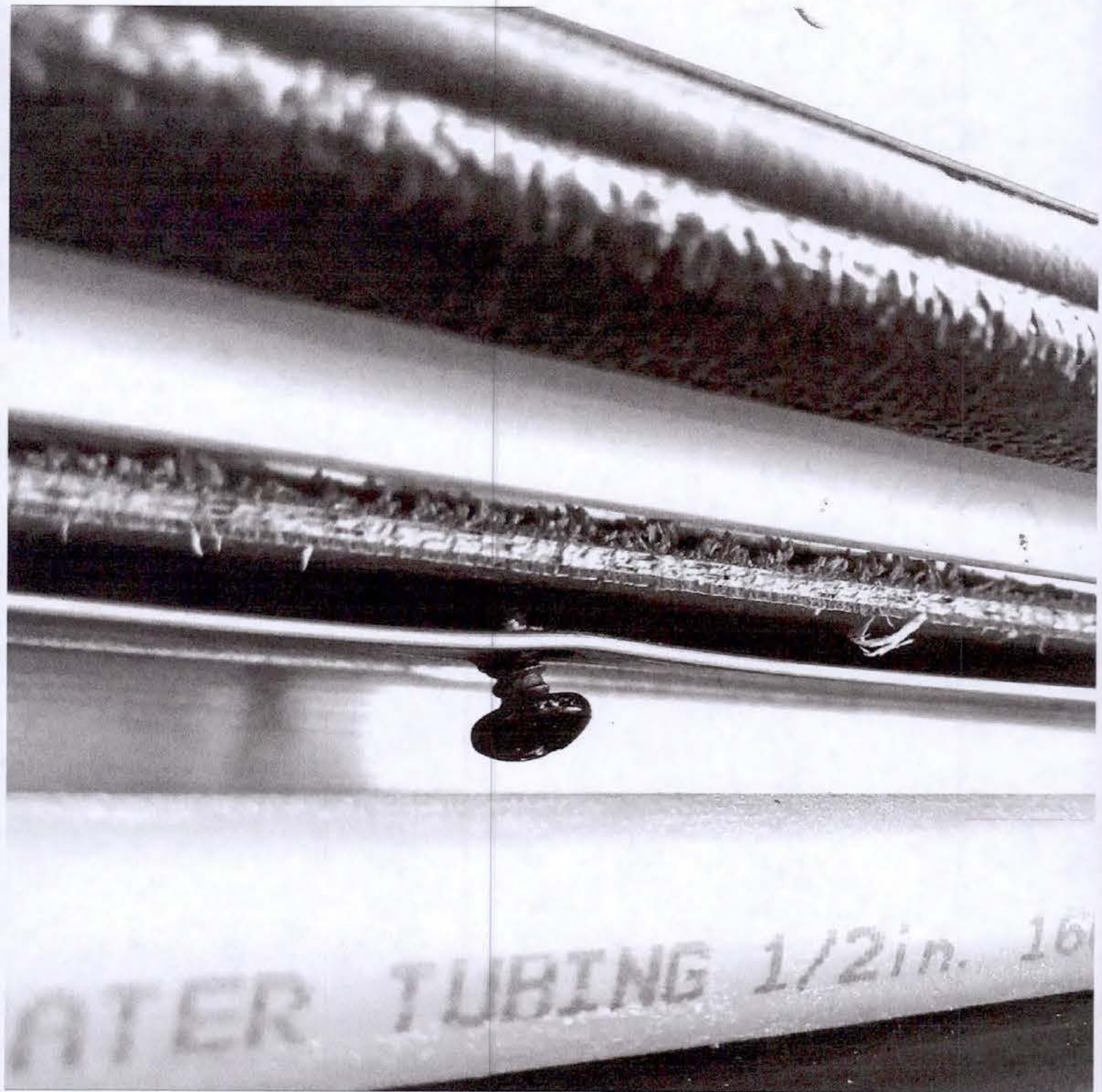
STRUCTURAL



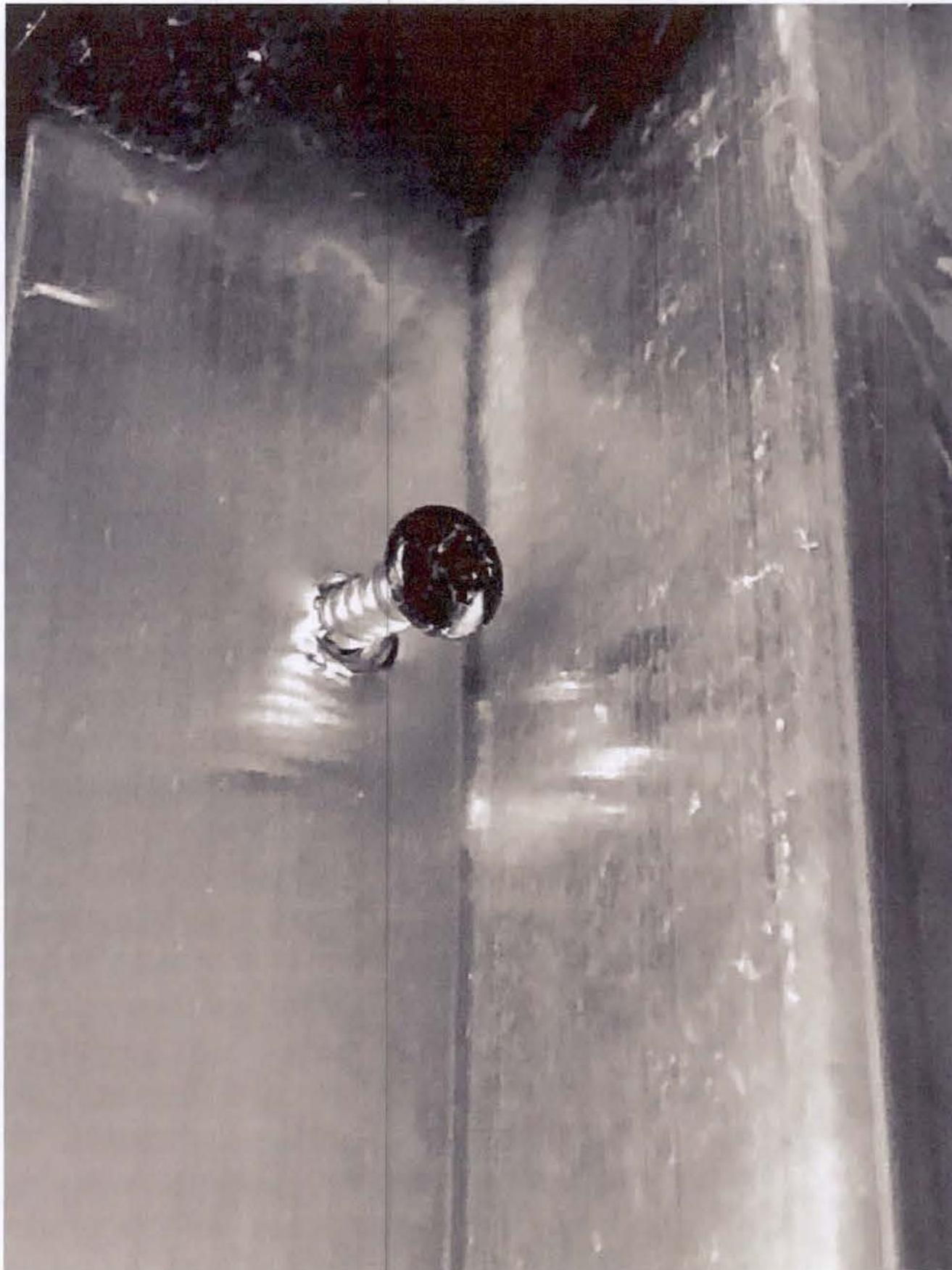


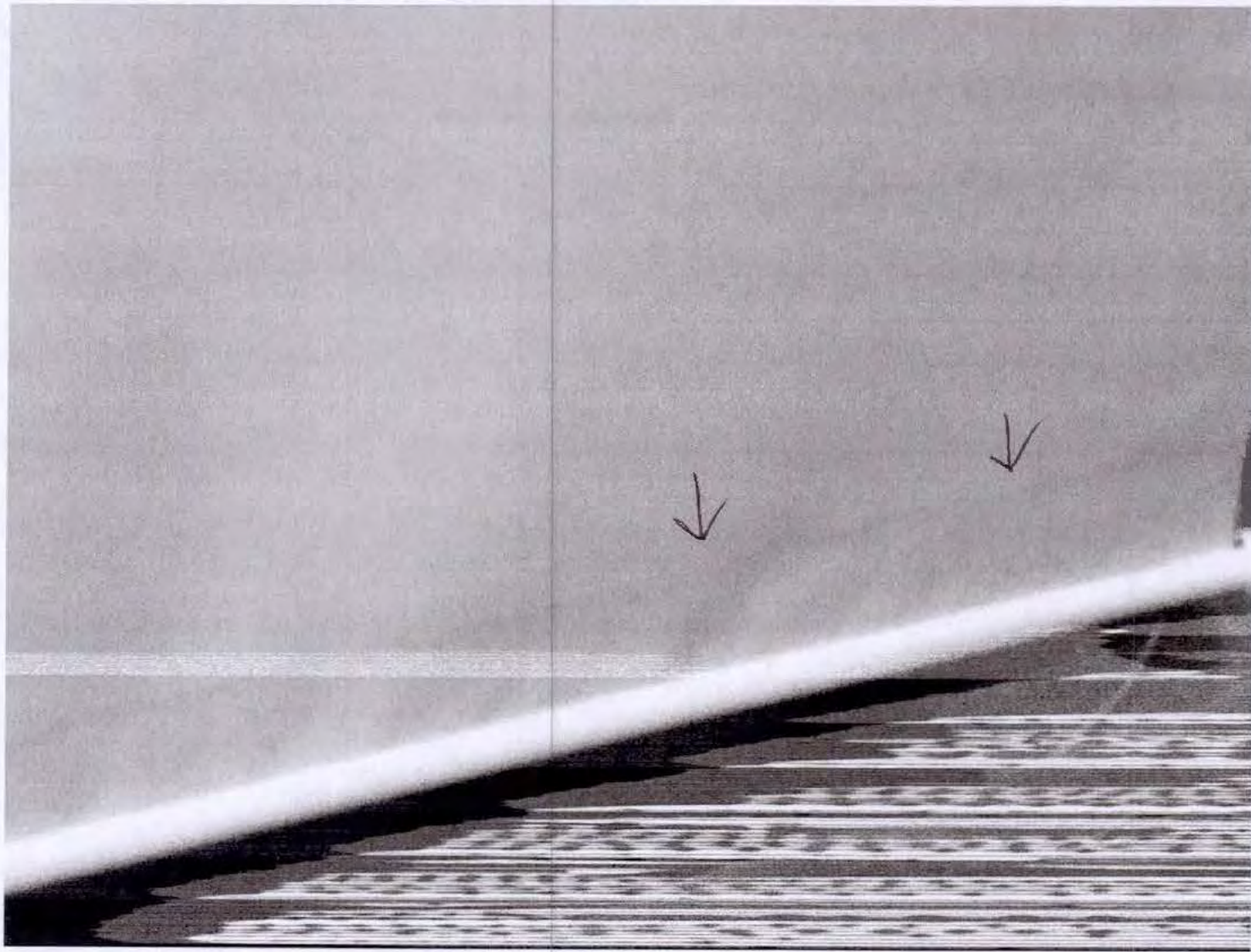
WATER LEAKAGE FROM KITCHEN SLIDEOUT

STORAGE COMPARTMENT

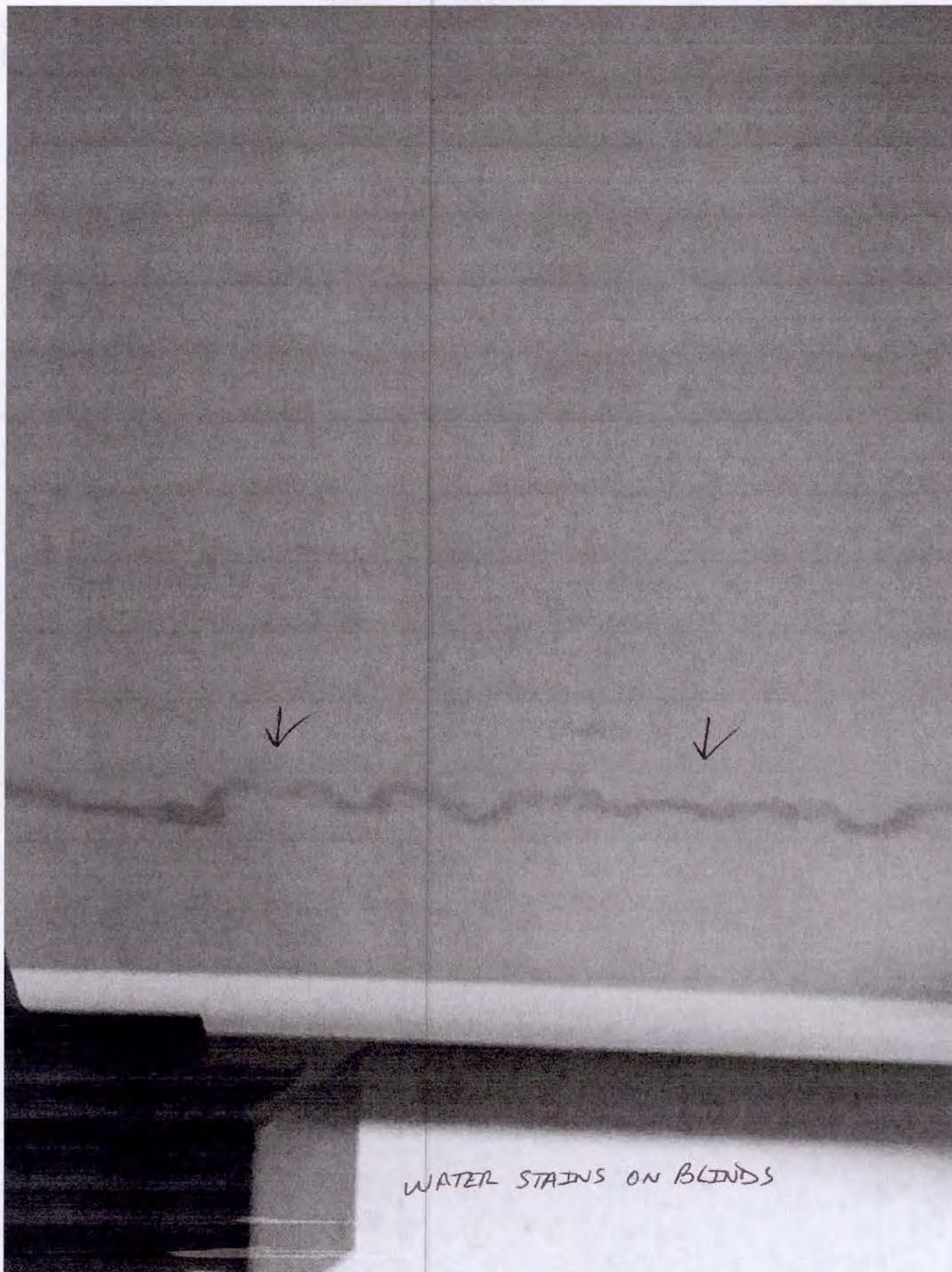


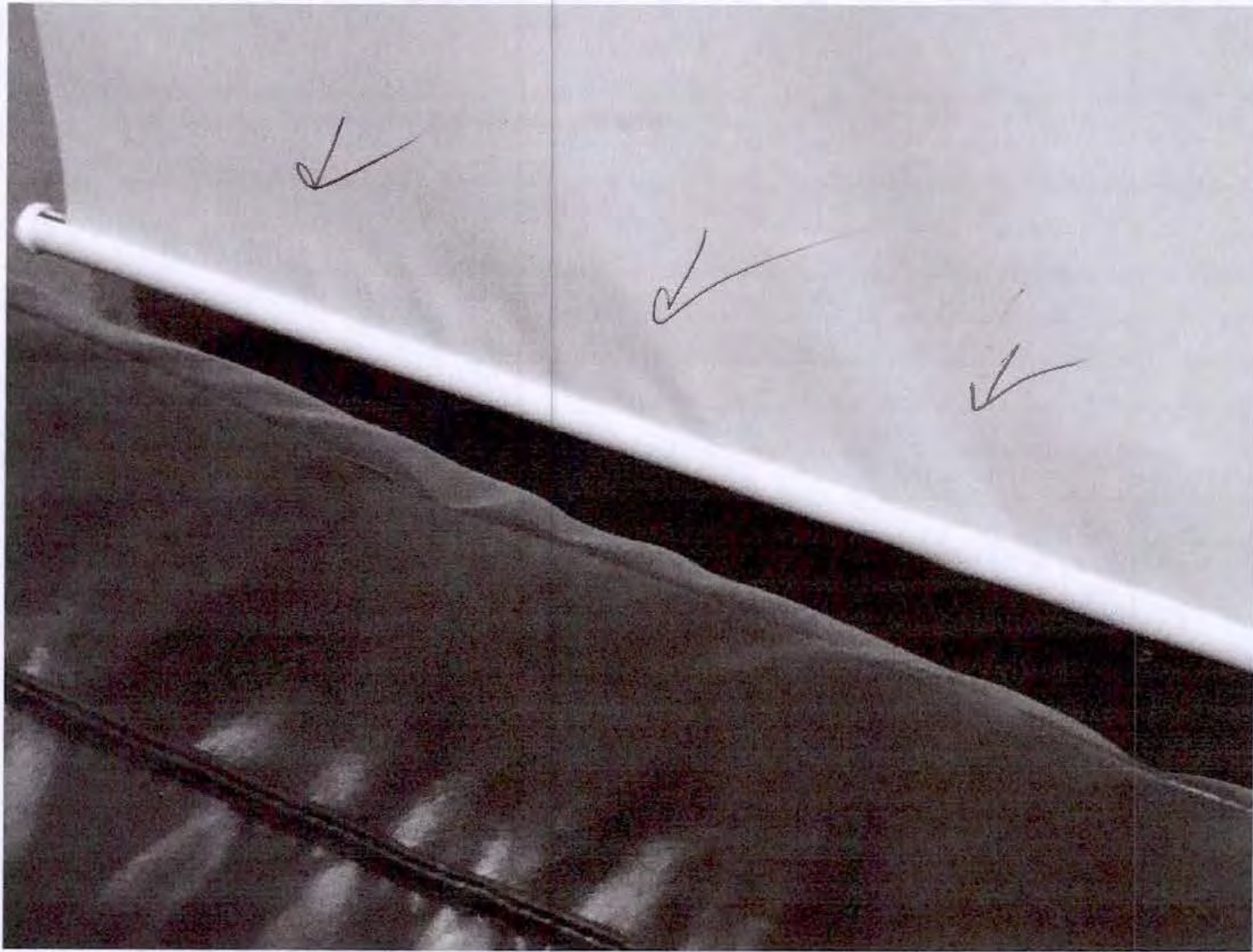
STORAGE COMPARTMENT





WATER STAINS ON BLINDS





WATER STAINS ON BLINDS

