

[REDACTED]
Eagle River, AK

[REDACTED] - Home
[REDACTED]

August 25, 2022

National Highway Traffic Safety Administration
1200 New Jersey Ave., S.E.
Washington, D.C. 20590

RE: Ignored Safety Recall

Dear Administrator,

On 07/22/21 we were notified via letter (copy attached) of a Safety Recall on a 'Winn-Tec regulator' on our 2019 Grand Design Imagine 2500RL travel trailer, VIN # 573TE3028K [REDACTED]. To date we have been unable to even reach a person at Grand Design Recreational Vehicle, to advise them that the dealer where we purchased the trailer, ABC Motorhome Rentals, Inc., in Anchorage AK, has failed to get us in for the repair for over a year. In fact, the dealer (ABC Motorhome Rentals, Inc.) has even stopped replying to our emails or calls requesting an appointment for this Safety Recall.

Attached you will find copies of all of my emails and notes on the phone calls to ABC Motorhome. I also have documented all the dates & times that I have called the manufacturer, Grand Design Recreational Vehicle requesting *their* assistance. However to date, Grand Design has NEVER returned a single call. And while ABC Motorhome initially responded, it's now been over a year since we were notified and we are still not scheduled.

To say we are highly concerned about this 'defective LP regulator' would be a huge understatement. Grand Design itself states, and I quote "..., an internal seal in the regulator may fail allowing excessive LP gas pressure to reach your propane appliances. If high pressure LP gas were to reach a propane appliance the potential exists for a fire."

We are now turning to your office to first file a formal complaint against both of these companies, and to ask for your kind assistance in getting our recalled LP regulator replaced.

Thank you in advance for your anticipated kind reply.

[REDACTED]

CC: Grand Design Recreation Vehicles
11333 County Road 2
Middlebury, IN 46540

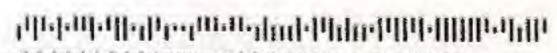
ABC Motorhome Rentals, Inc.
3875 Old International Airport Rd
Anchorage, AK 99502

Charlie
3742000



IMPORTANT SAFETY RECALL

This notice applies to your 2019 Grand Design Imagine 2500RL, VIN 573TE302 [REDACTED]



MIXED AADC 541

Eagle River, AK [REDACTED]

① 7/22/21 per Kaelin 8/25 bring in
266-7111

② 8/13 called again to make sure all parts were in, per Kaelin "no"
June 28, 2021 but he will v i call as soon as week to confirm
Dear Grand Design RV Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Grand Design RV has decided that a defect which relates to motor vehicle safety may exist with the Winn-Tec LP Regulator installed 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.
- **Do Not** use your propane system if you detect a strong odor of propane, hear a loud "hissing" sound from your propane appliances, or see a larger than normal flame at the burner tube of your propane appliances.

Why is a recall being conducted?

On 2016-2021 Imagine, Transcend & Momentum Travel Trailers manufactured between July 17, 2015, through December 17, 2020, with a Winn-Tec regulator, an internal seal in the regulator may fail allowing excessive LP gas pressure to reach your propane appliances. If high pressure LP gas were to reach a propane appliance the potential exists for a fire.

11333 County Road 2, Middlebury, IN 46540
Phone: 574-825-8000, Fax: 574-825-9700
www.granddesignrv.com

(3) 11/8/21

Grand Design Safety Recall

From: [REDACTED]

To: service@abcmotorhome.com

Cc: [REDACTED]

Date: Monday, November 8, 2021 at 02:37 PM AKST

11/08/21

Hello,

My husband just received a call from someone at your facility stating our Grand Design safety recall part, a Winn-Tec regulator finally arrived. My husband advised this person that our trailer is currently in storage for the year and we would not be able to bring it in until Spring (May of 2022).

This email is just to confirm that conversation so that come Spring the part will still be available to us.

If he misunderstood anything please advise, otherwise we will schedule an appointment with you in April for May.

Thank you in advance.

[REDACTED]

Grand Design
Imagine 2500RL
VIN 573TE3028H [REDACTED]

(4)

5/2/22

05/02/22

Hello,

Per my email below regarding our Grand Design safety recall part, a Winn-Tec regulator, our trailer is now out of storage and we would like to know when we can bring it in for the replacement.

Please call us at [REDACTED] or [REDACTED] to schedule.

Thank you.

[REDACTED]

(5)
5/3/22
Hey [REDACTED]

I confirmed the order needed to be place last night,

Dear 2255 ABC Motorhome Rentals, Inc.,

Thank you for shopping at Grand Design RV, LLC.

Your order no. [REDACTED] has been received.

Order Summary:

Item	Qty	Brief Description	Rate	Amount
[REDACTED]	1	REGULATOR FOR RECALL 21V-393	55.50	55.50
		Tax	\$0.00	
		Total	\$55.50	

Order Shipping Information:
ABC Motorhome Rentals, Inc.
3875 Old International Airport Rd.
Anchorage, AK 99502
US
907-279-2000

Ship Via: UPS

Fax

To access your account, please go to [REDACTED] Log in using the email address and password you provided during checkout.

Thank you for you business.

Grand Design RV, LLC

I will let you know when it arrives, we will get this done as quickly as possible. Performing the recall should only take about an hour. I apologize for the delay, we had a few people leave this position and I am trying to clean up a few claims that need to be addressed. They have or 15,000 in stock I'd say give it a week and we should have it.

-Kaelin

(6)
6/25/22
[REDACTED]
To: service

Sat, Jun 25 at 2:35 PM

Hey Kaelin,

Hope you're enjoying your summer! Hey back on May 2nd you sent us an email stating the recalled part for our Grand Design travel trailer would be in your shop "in about a week". So you can probably guess what I'm emailing you about today on June 25th, has it come in?

Thank you for your kind reply.
[REDACTED]

7/27/ left msg for G.D
122 no reply - Jessica MB

7/28/ left another message
122 for G.D. - Jessica MB

8/11/22 3rd message left
for G.D. Cassandra MB

9/25 4th message - Cassandra MB

Calls to Grand
Design

#574-825-9679