INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Customer Satisfaction Campaign

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

November 1, 2025

<Customer Name>
<Customer Address>
<City> <State> <ZIP code>

Dear Grand Design RV Owner:

Since our founding in 2012, Grand Design RV has been driven by a simple but powerful mission: to build a better RV and a better RV company. That means putting our customers at the heart of everything we do, from the quality of our products to the way we stand behind them with industry leading service, warranties and support. As part of our ongoing commitment to keep you traveling with confidence, we are launching a service campaign for your recreational vehicle. This initiative reflects our dedication to quality, transparency, and the "customer for life" mindset that we strive for each and every day.

Why is a service campaign being conducted?	Grand Design is addressing concerns of excessive frame flex or wall securement in the front upper deck area of a limited number of fifth-wheel units. This condition could potentially occur over time due to a combination of manufacturing variations, an overload condition, or hitch modifications. Wall securement or excessive frame flex does not compromise vehicle safety or structural integrity of the coach as verified by third-party experts.
What units are impacted?	This service campaign covers 2020-2023 Grand Design Solitude and Momentum fifth wheel products that are 18,000lbs GVWR and over. This service campaign does not affect the Grand Design Lineage, Influence, Reflection, Imagine, Transcend and Serenova models.
What will we do?	In response to indicators associated with excessive frame flex or wall separation in the impacted vehicles, Grand Design, either directly or through an authorized service agent, will conduct a thorough inspection of all related wall attachment points in the upper deck of the affected fifth-wheel unit. Should the inspection reveal any further concerns related to excessive frame flex or wall separation, Grand Design will perform all necessary repairs **at no charge**.

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

	Units with alterations, modifications, or changes to the original design and build of the unit not performed by or approved by Grand Design may be excluded from this campaign.
How long will repair take?	The inspection of the unit is estimated to take less than one (1) hour to complete. There is no charge to have this service performed.
What should you do?	Contact your selling dealer or nearest Grand Design RV dealer to schedule an appointment. If the distance from a Grand Design dealer and your location is significant, please contact us at 574-825-9679 so we can work with you to make other arrangements to have the inspection completed.
What if I no longer own this recreational vehicle	If you no longer own this coach, please notify Grand Design either by phone: 574-825-9679 or email: [redacted] Please include your 17-digit Vehicle Identification Number (VIN) in all correspondence.
What if I have already paid for this repair?	If you have already paid for a repair for this issue, you may be eligible for reimbursement. To request a 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.
Can my claim be denied?	As outlined in the Grand Design 5-year frame warranty, the company reserves the right to deny warranty claims resulting from misuse, abuse, neglect, or the installation of aftermarket equipment or modifications not approved by the manufacturer.
Do you have questions?	Please contact Grand Design either by phone: 574-825-9679, fax: 574-825-9249, or email: [redacted] with any questions or concerns.

This satisfaction campaign is in effect until July 1, 2027. Units included in the technical service bulletin (TSB 24-001) and the five-year, retroactive, transferrable frame warranty remain intact. We apologize for any inconvenience and appreciate the opportunity to continue to serve you. Our commitment to our customers is absolute and we stand behind every product we build.

At Grand Design, we strive for nothing less than customers for life.

Sincerely,
The team at Grand Design RV

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Customer Service Campaign

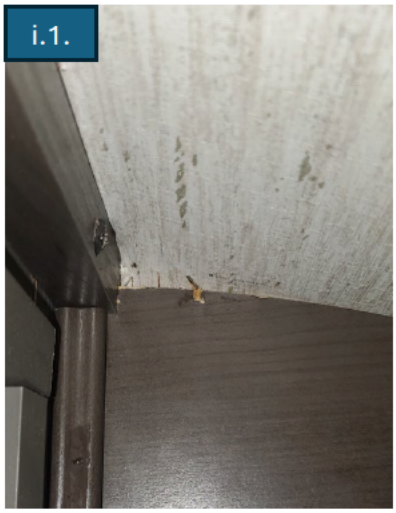
Visual Inspection for Momentum and Solitude Upper Deck Wall Securement

The steps below outline a visual inspection for owners to determine if wall securement may be occurring on your unit. This does not indicate safety related conditions but should be addressed to prevent the issue from worsening.

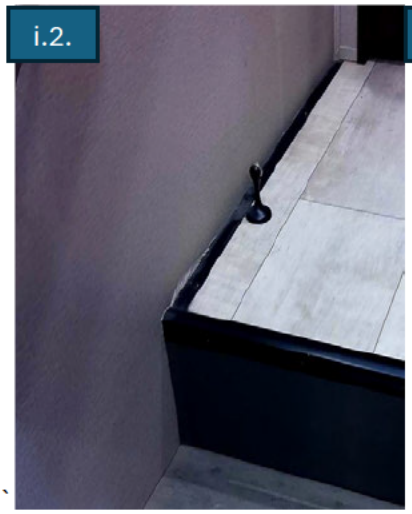
Interior Inspection - In the upper deck space of the fifth wheel, look for signs of damage from wall securement in the following:

1. Cabinetry - *see Photo Example i.1.*
2. Marks on the interior wallpaper around cabinetry, inside of closets or in areas around steps and/or nightstands - *see Photo Example i.2.*
3. Loose or shifted wall panel trim - *see Photo Example i.3.*
4. Gapping between the exterior wall and the floor inside the closet - *see Photo Example i.4.*

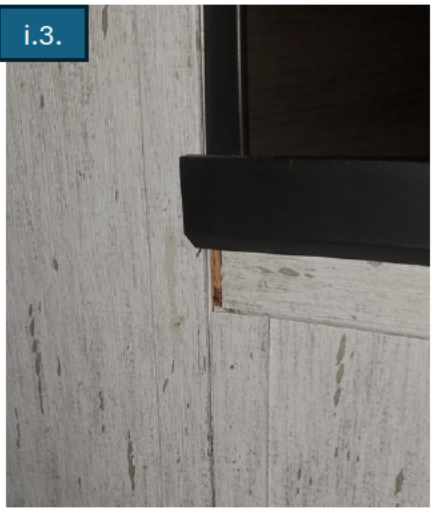
i.1.



i.2.



i.3.



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i.4.



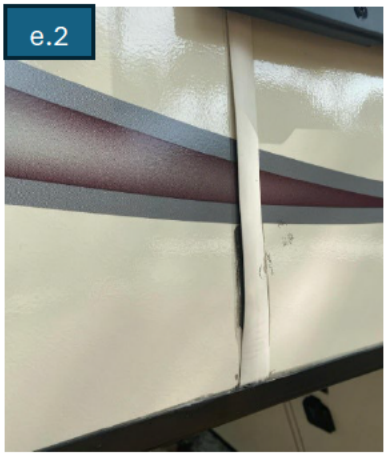
Exterior inspection – On the outside of your unit, look for the following:

1. Screw cover separation around the front bulkhead - *see Photo Example e.1.*
2. Deformation or cracks at the expansion joint located under the upper deck slide outs - *see Photo Example e.2.*

e.1.



e.2



If any of these conditions are present, please contact Grand Design Customer Service via the information provided in your cover letter for next steps.

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