



IMPORTANT SAFETY RECALL NOTICE

This notice applies to your 2014 Grand Design Solitude _____, VIN _____

May 12, 2014

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 exists in the Frigidaire Convection Microwave installed in your recreational vehicle.

!IMPORTANT!

- Your Frigidaire Convection Microwave is being recalled.
- You should not store any items inside the microwave until it has been inspected & repaired.

Why is a recall being Conducted?

Certain Frigidaire Convection Microwaves manufactured between January 27, 2013 and April 10, 2013 may start operating on their own (uninitiated) and begin heating while unattended. Your microwave falls within the serial number range of affected units. If the microwave has contents stored in the cooking area and the microwave begins heating the potential exists for a fire.

What are we doing about the problem?

We will be contacting you directly to determine your current location. We will forward your location and contact information to Electrolux/Frigidaire who will then arrange for a Factory Authorized Repair Representative to inspect and repair your convection microwave. Repair is estimated to take no more than 30 minutes. There will be no charge for this service.

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

What should you do? Wait for our phone call, which you should be receiving within 2-3 days after receipt of this notice. If you do not hear from us within this time period, please call us at 574-825-9679 or e-mail us at www.granddesignrv.com. DO NOT store any materials of any kind inside your convection microwave.

What if I no longer own this recreational vehicle? Please notify Grand Design either by phone: 574-825-9679, fax: 574-825-9700, or e-mail: www.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? Contact Grand Design Customer Service by phone, fax or e-mail at the numbers or e-mail address listed above.

If you are the lessor of this vehicle, please forward a copy of this notice to the lessee within ten days to comply with federal regulations.

If you have already paid to have your Frigidaire Convection Microwave 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, 11333 County Road 2, Middlebury, IN 46540.

If after having attempted to take advantage of this recall you believe you have not been able to have your convection microwave remedied without charge and within a reasonable amount of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, D.C., 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this safety recall may cause, however your safety is our primary concern.

Sincerely,

Grand Design RV, LLC

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Phone: 574-825-8000, Fax: 574-825-9700
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