



## **IMPORTANT SAFETY RECALL**

This notice applies to your 2017 Grand Design Imagine 2950RL, VIN 573TE33

October 23, 2017

### **SAMPLE**

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 Air Conditioner wiring in your recreational vehicle.

#### **! IMPORTANT !**

- Your vehicle falls within the recall population.
- You should immediately schedule an appointment with your dealer to have your Air Conditioner wiring inspected and repaired.
- **Do not** operate your Air Conditioner until the recall repairs have been completed.

#### **Why is a recall being conducted?**

On select 2017–2018 Imagine model vehicles manufactured between January 9, 2017 and August 15, 2017, the wiring in the Air Conditioner may have incorrectly installed bell cap connectors in the 110V circuit. As a result, the wires may detach from the connectors. If this were to occur, the potential exists for the wires to create a direct short in the electrical system, resulting in a potential fire and personal injury.

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

On affected vehicles, dealers will inspect the 110V wire connections at the Air Conditioner unit and replace the bell cap connectors with a new style "positive retention" connector. Stock quantities of the new connectors are readily available. Grand Design dealers have been notified of this recall and have the required repair instructions available. Repair is estimated to take no more than 1 hour. There will be no charge for this service.

**What should you do?**

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 so we can work with you to make other arrangements to have the needed repairs completed. You should not operate the Air Conditioner unit on your vehicle until the repairs have been completed.

**What if I no longer own this recreational vehicle?**

Notify Grand Design either by phone: 574-825-9679, fax: 574-825-9700, or email: [warranty@granddesignrv.com](mailto:warranty@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: 574-825-9700, or email: [warranty@granddesignrv.com](mailto:warranty@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 to comply with federal regulations.

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 having attempted to take advantage of this recall you believe you have not been able to have your vehicle 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 recall may cause, however your safety is our primary concern.

Sincerely,  
Grand Design RV, LLC