



IMPORTANT SAFETY RECALL

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

September 6, 2021

<Customer Name>

<Customer Address>

<City> <State> <ZIP code>

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 and Dexter Axle have decided that a defect which relates to motor vehicle safety may exist with the axles on your recreational vehicle.

! IMPORTANT !

- Your vehicle falls within the recall population.
- You should immediately schedule an appointment with your dealer to have your Dexter axles inspected.

Why is a recall being conducted?

Grand Design was contacted by Dexter Axle and informed of a potential safety defect involving a small number of axles installed on Imagine XLS vehicles manufactured between July 22, 2020, and July 24, 2020. Affected vehicles may have been assembled with an incorrect inner axle bearing. As a result, premature failure of the inner bearing and hub lock up may occur resulting the potential for a loss of vehicle control, increasing the risk of a crash.

What are we doing about the problem?

Repair involves inspection of each axle hub to determine if the inner bearings are incorrect. If incorrect inner bearings are discovered the complete axle assembly will be replaced. Stock quantities of the repair parts 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 3 hours. There will be no charge for this service.

What should you do?

Please 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.

What if I no longer own this recreational vehicle?

Please notify Grand Design either by phone: 574-825-9679, fax: 574-825-9700, or email: 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 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