

# Part 573 Safety Recall Report

# 24V-378

**Manufacturer Name :** Grand Design RV, LLC

**Submission Date :** MAY 29, 2024

**NHTSA Recall No. :** 24V-378

**Manufacturer Recall No. :** 910043



## Manufacturer Information :

**Manufacturer Name :** Grand Design RV, LLC

**Address :** 11333 County Road 2

Middlebury IN 46540

**Company phone :** (574) 825-8000 x2015

## Population :

**Number of potentially involved :** 39

**Estimated percentage with defect :** 7 %

## Vehicle Information :

**Vehicle 1 :** 2023-2023 Grand Design Solitude

**Vehicle Type :** TRAILERS

**Body Style :**

**Power Train :** NR

**Descriptive Information :** Basis for recall population was determined based on the 2118SST refrigerators we brought in on purchase order 667346. Internal records provide a vin range for the units equipped with 2118SST refrigerators from this purchase order.

Units included in the scope are from the same production run supplied by the vendor where the cooling units were found to be improperly attached to the box of the refrigerator. Units outside this scope are not affected.

There are 39 total 2023 Grand Design Solitude models 310GK & 345GK, included in the population.

**Production Dates :** JUN 06, 2022 - JUN 13, 2022

**VIN Range 1 : Begin :** 573FS3621PAA12852 **End :** 573FS392XPAA12957  Not sequential

## Description of Defect :

**Description of the Defect :** There are missing or loose fasteners on the cooling unit, which may allow the cooling unit to move excessively and cause cracking in the propane line.

**FMVSS 1 :** NR

**FMVSS 2 :** NR

**Description of the Safety Risk :** A cracked propane line can allow propane into the refrigerator compartment which increases the risk of a fire.

**Description of the Cause :** Screws were missing or loose from the manufacturer cooling unit attachment points of the refrigerator.

**Identification of Any Warning that can Occur :** The customer may experience their refrigerator is not cooling, or they may detect a propane or ammonia odor.

## Involved Components :

**Component Name 1 :** Refrigerator

**Component Description :** REFRIGERATOR 18' 2 WAY AC/LP 4 DR W/TRAY STAINLESS

**Component Part Number :** 2118SST

## Supplier Identification :

### Component Manufacturer

**Name :** Thetford Norcold

**Address :** 7101 Jackson Rd  
Ann Arbor Michigan 48103

**Country :** United States

## Chronology :

June 2023 to Jan 2024 Grand Design received 3 complaints of thermal events in the refrigerator compartments. A review of the data showed that all 3 units were built on the same day. An investigation was initiated.

February 2024 Grand Design and Norcold met to discuss concerns about the missing fasteners. Norcold states they will investigate to determine if any other complaints have come in related to the concern.

February 2024 to March 2024 Grand Design and Norcold analyze available data; Norcold advises that they have no other complaints about this from other OEMs.

May 2024 Grand Design determines there is cause to initiate a field action on all units equipped with the refrigerators received on the purchase order associated with the thermal events.

May 28, 2024 Grand Design Executive Product Safety Committee reviewed the investigation data and determined it was appropriate to move forward with a recall on the affected units.

There are no known injuries or accidents associated with this issue.

## Description of Remedy :

Description of Remedy Program : The defect involves a shipment of Norcold 2118SST where the cooling unit was not secured, or loosely attached to the refrigerator housing. This defect may allow excessive movement of the cooling unit, creating the potential for cracked propane gas lines that are part of the refrigerator cooling unit.

Grand Design as the final stage manufacturer will release a Recall Notice (immediately following NHTSA assignment of a recall number) to all Grand Design dealers and Registered owners. Owners will be instructed to take their vehicle to the nearest Grand Design dealer to have their refrigerators inspected at no charge. Should evidence of defect exist Grand Design will cover repair or replacement of the affected refrigerator. Owner's that have paid to have this service performed will be reimbursed by Grand Design for any expenses incurred relating to the defect.

How Remedy Component Differs from Recalled Component : There is no evidence of missing fasteners on the refrigerators received outside the affected shipment.

Identify How/When Recall Condition was Corrected in Production : An inspection of field units prior to and after the recall scope show no signs of missing fasteners.

## Recall Schedule :

Description of Recall Schedule : Owners of affected vehicles will be notified by First Class mail that their vehicle is affected by this recall. In addition, we will post recall information electronically for consumer access. Dealers will be notified of the recall action (by First Class mail and electronically) and will be supplied with repair information and vehicle identification information.

Planned Dealer Notification Date : JUN 10, 2024 - JUN 12, 2024

Planned Owner Notification Date : JUN 12, 2024 - JUN 14, 2024

\* NR - Not Reported