



NHTSA Safety Recall 24v-378

Claim Preparation & Repair Instructions

Please complete a warranty claim pre-authorization request using the following codes & labor times:

LABOR:	Operation Code:	910043
	Fault Code:	Recall
	Inspection Time:	0.25 hrs. per unit
	Administrative Allowance:	0.1 hrs. per unit
	Repair Time:	5 hrs. per unit

PRE-AUTH:

To be paid for inspection time, a photo of the data tag from the inside of the refrigerator showing the refrigerator model and serial number is required.

To be paid for repair of the refrigerator a photo of the replaced fasteners is required.

If any damage to the cooling unit is appreciated during the inspection, please reach out to Grand Design RV for further guidance.

TOOLS REQUIRED:

Rivet Install Gun	Phillips's screw bit, #8 x3/4" screws.
3/16 diameter x 1/4 length <u>stainless steel</u> rivet.	2 X 4 for cribbing
Screw Gun	manometer to perform drop test

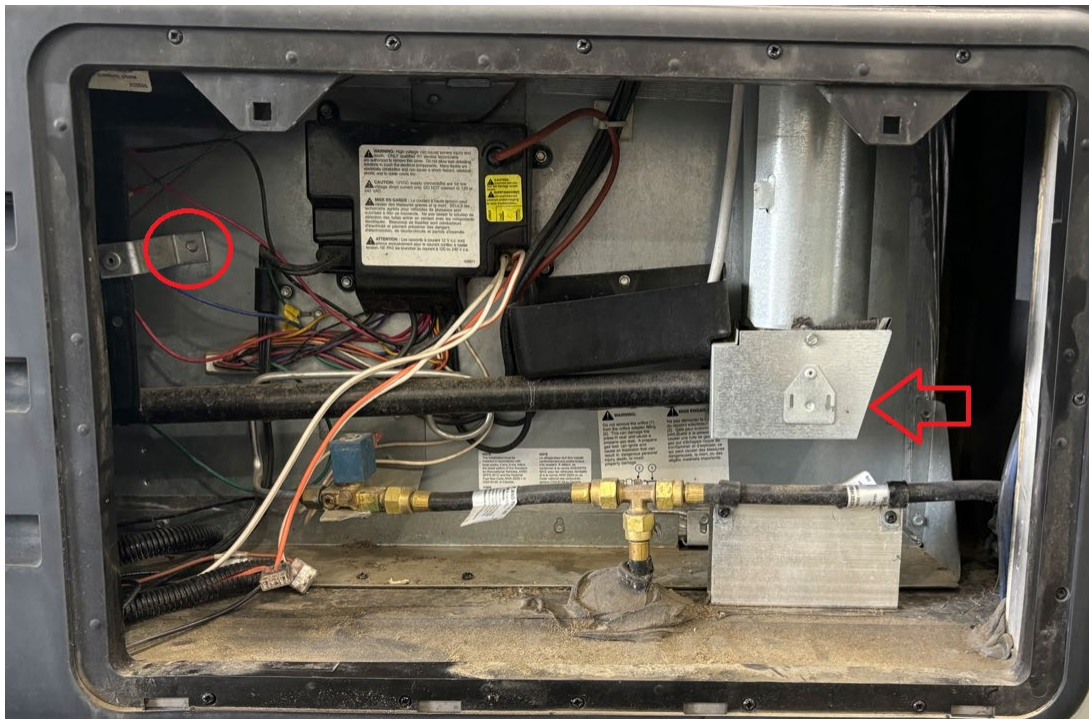
FILING:

Promptly submit all pre-authorizations/claims through our Dealer Portal. If you have any questions or need assistance, please call our Technical Service Team at 888-825-2820.

REPAIR INSTRUCTIONS:

Step 1:

Remove the outside upper and lower refrigerator vent covers to access the rear of the refrigerator.



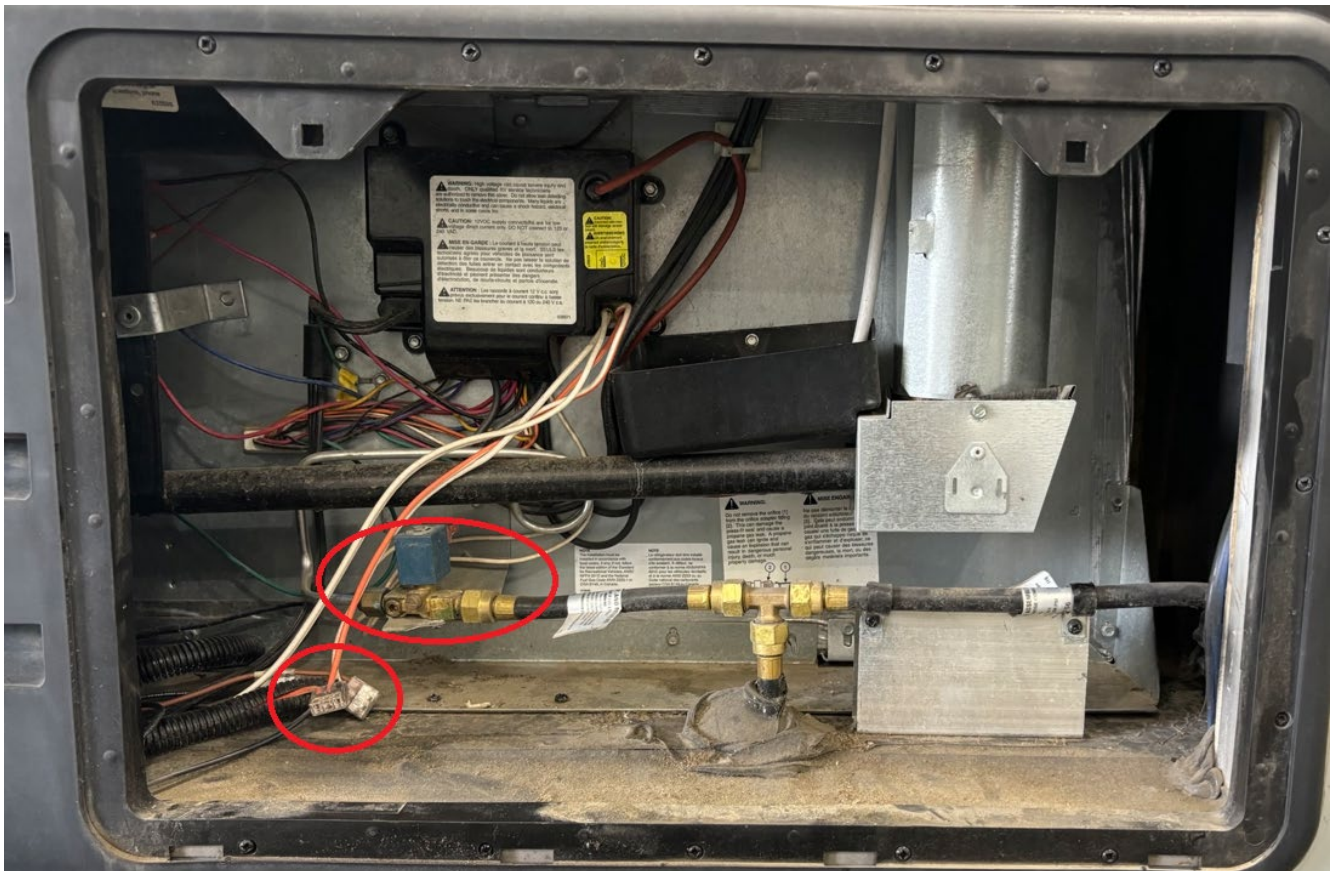
Inspect the cooling unit behind the refrigerator. It must be secured fast to the refrigerator, meaning no movement. Technician will need to inspect the fasteners either visually or manually at both the upper and lower vents of the refrigerator to ensure it is fast and secure (no movement). **If there is any visual appreciation of missing securement points or the cooling unit moves, please proceed to step 2.**

Step 2:

Turn off LP fuel supply (LP tank valves), remove and cap the LP line at the back of the refrigerator.

Step 3:

Disconnect the wiring to the control board in the back of the refrigerator.



Step 4:

Remove the upper and lower covers to access the screws securing the refrigerator in place.



Step 5:

Slide or lean the refrigerator forward to access the securement points shown in the next set of photos. Take care to protect the flooring of the unit if you choose to slide the refrigerator forward.

IMPORTANT! NEVER USE THE COOLING UNIT AS A HANDLE TO PUSH OR PULL THE REFRIGERATOR!

Step 6:

Replace fasteners of the cooling unit that are loose/broken. Only loose/broken fasteners need to be replaced. Fasteners are in the following positions:

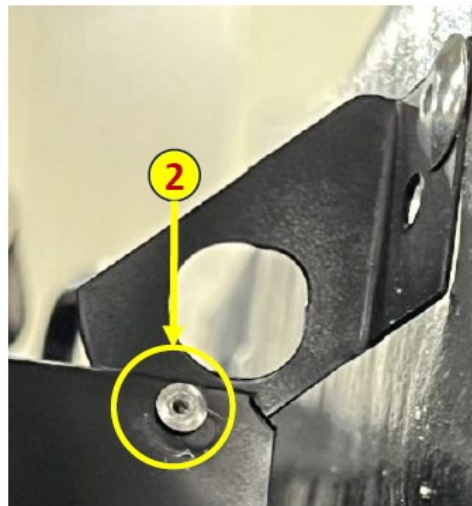
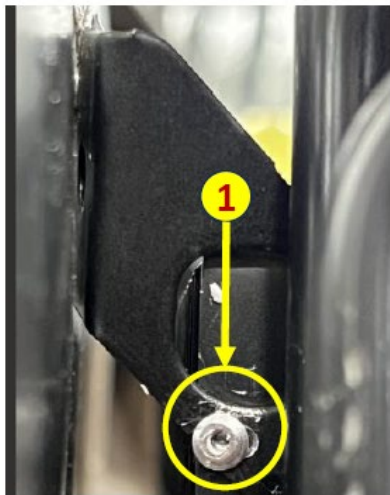


Step 6 (a): Fastener position 1 and 2:

Position 1: Condenser fin left (from back)

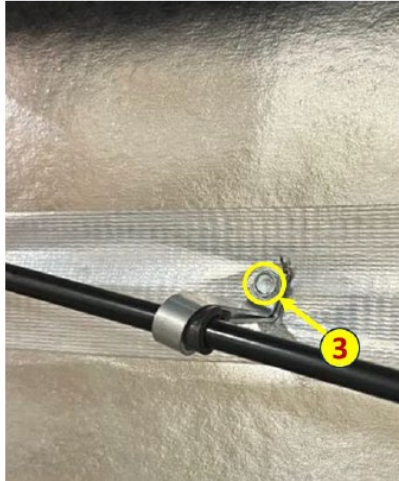
Position 2: Condenser fin right (from back)

Fastener numbers 1 and 2 may be replaced with a 3/16 diameter x 1/4 length stainless steel rivet. Existing hole must be used.



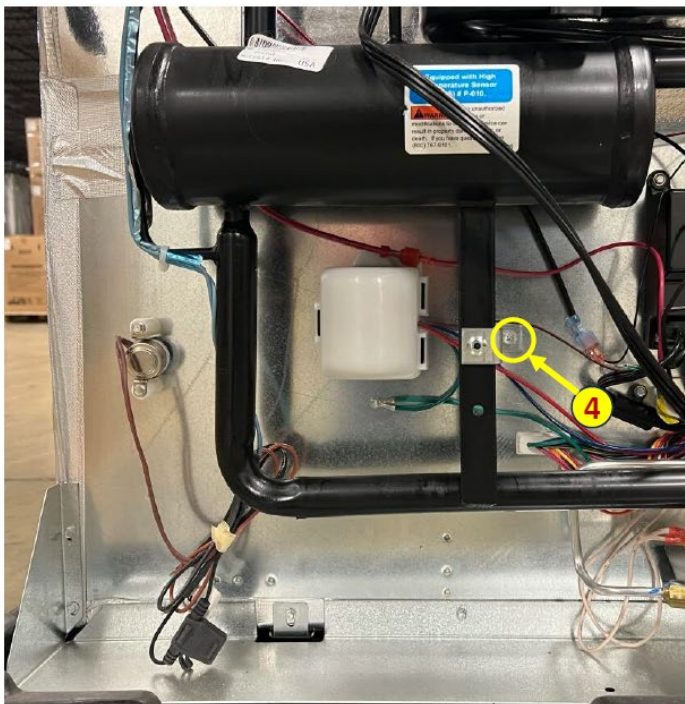
Step 6 (b): Fastener position 3:

Fastener number 3 does not require repair or replacement. This fastener is in place to prevent damage prior to installation.



Step 6 (c): Fastener position 4 & 5:

- Fastener numbers 4 and 5 may be replaced with a 3/16 diameter x 1/4 length stainless steel rivet. Existing hole must be used.





Step 7:

Once all the cooling unit is secured, reinstall the refrigerator into position and secure with screws as discussed in Step 4.

Step 8:

Reinstall wiring to the refrigerator control board in Step 3.

Step 9:

Reinstall LP line. Perform drop pressure test to ensure there are no LP leaks.

Step 10:

Reinstall the upper and lower refrigerator vents. Recall complete.