



IMPORTANT SAFETY RECALL 25V- 119

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

April 25, 2025

<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 has decided that a defect which relates to motor vehicle safety exists in certain model year **2025 Serenova Travel Trailers**.

! IMPORTANT !

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

Why is a recall being conducted?

On certain **model year 2025 Grand Design Serenova Travel Trailers** manufactured between **September 25, 2024 and January 29, 2025**, the recalled products have over torqued castle nut(s) on the axle spindle(s).

What are we doing about the problem?

Grand Design dealers have been notified of this recall and the required repair instructions are available. Registered owners will be notified by mail that their vehicle is affected by this recall. In addition, we will post recall information electronically for consumer access. Dealer inspection time and replacement part(s) (if required) will be completed by dealer, at no cost to the retail owner.

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 and choose the “Recall” prompt or email recall@granddesignrv.com We can discuss other arrangements to have the needed repairs completed.

What if I no longer own this recreational vehicle? Notify Grand Design either by phone: 574-825-9679, fax: 574-825-9249, or email: registration@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: 574-825-9249 and choose the “Recall” prompt, or email: recall@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