



NHTSA Safety Recall 26v-057

Claim Preparation & Repair Instructions

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

LABOR:	Operation Code:	910055
	Fault Code:	Recall
	Inspection Time:	1h/ft of underbelly max 4h
	Administrative Allowance:	0.1 hrs. per unit
	Repair Time:	0.20/Tank Pad Replacement
	Part:	730002 (up to 4 required)

PRE-AUTH:

This recall is an **inspect** and **repair if necessary**. Repair center will drop the underbelly and inspect each of the 4 tanks for ThermaHeat heating pads. If any ThermaHeat heating pads are present, they are to be replaced. **It is NOT PERMISSABLE to cut the underbelly for inspection purposes.**

Photos of ThermaHeat heating pads are required to be paid for replacing the heating pads. Pads are not required to be returned.

Heating pads can be sourced locally, however they are not permitted to be ThermaHeat heating pads. Preferred brand would be Facon, however any brand that is 65w/4.8amps would be accepted as long as it is not ThermaHeat brand. **GDRV PN: 730002.**

If any damage is found to the underlying tank please reach out to Grand Design for additional guidance how to proceed.

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:

1. Disconnect all power from the RV (both 120v and 12v).
2. Remove all screws from underbelly material and inspect all fresh and wastewater holding tanks for ThermaHeat pads (**fig 1**). If any ThermaHeat pads are installed follow instructions below. If no ThermaHeat pads are installed, resecure underbelly material. Ensure all wires, insulation, ducting, LP, and plumbing are not pinched in underbelly material or screws when reinstalling. **DO NOT CUT THE UNDERBELLY!**
3. Disconnect ThermaHeat pad wires from circuit.
4. Remove ThermaHeat Pads from tanks and inspect for any damage on holding tanks.
5. Prep tank pad surface in accordance with replacement tank pad installation instructions and apply tank pad to surface. Install in location where it will not come in to contact with any tank support straps when tank expands from filling. **New tank heater pad must be placed directly to the tank surface; it is not permissible to put the new heater pad on top of the old heater pad.**
6. Reconnect replacement tank pad to the circuit it was originally installed. Strip and reconnect wires as necessary.
7. Resecure underbelly material. Ensure all wires, insulation, ducting, LP, and plumbing are not pinched in underbelly material or screws when reinstalling.
8. Reconnect power to coach and test tank pad function with monitor panel. Light for tank for the tank heater should stay illuminated and not flash.

