



Customer Satisfaction Campaign 910019

To: All Grand Design RV Dealers

April 20, 2020

Grand Design RV has decided to launch a Customer Satisfaction Campaign to address customer concerns regarding interior wall discoloration and possible damage directly behind their convection microwave. This action is limited to recreational vehicles with High Pointe and Furrion convection microwaves.

The concern involves the potential for discoloration and/or surface damage to the wallboard material located directly behind the convection microwave, visible only after the appliance has been lowered or removed. Our investigation confirmed that this condition can occur over time with frequent high-temperature use of the convection feature. Extensive in-house and third-party testing concluded that the discoloration and surface damage is cosmetic in nature and there is no possibility of a thermal event or threat to safety.

On recreational vehicles equipped with a High Pointe or Furrion convection microwave, Grand Design is authorizing the no-charge installation of a protective heat shield that is installed to the wallboard material directly behind the convection microwave. This heat shield eliminates the potential for discoloration and/or damage to the wallboard surface from repeated high-temperature use of the convection feature.

Owners of affected vehicles will be notified of this Customer Satisfaction Program by mail from Grand Design RV. A copy of the owner notification letter is attached for your reference. Also attached is a list of your retail sold and stock units affected by this action. Finally, please find attached the repair and claim filing instructions associated with this program action.

Your assistance with this Customer Satisfaction Program is appreciated. Should you have any questions or concerns, please contact Grand Design Technical Support at 574-825-9679 or 888-825-2820.

Respectfully,
GRAND DESIGN RV, LLC

11333 County Road 2, Middlebury, IN 46540
Phone: 574-825-8000, Fax: 574-825-9700
granddesignrv.com



Customer Satisfaction Program 910019

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

April 20, 2020

<Customer Name>

<Customer Address>

<City> <State> <ZIP code>

Dear Grand Design RV Owner:

At Grand Design, we are fully committed to assuring you enjoy a positive ownership experience with our products and services. We take concerns with our products very seriously and are firmly committed to promptly and effectively address concerns as they arise. Accordingly, Grand Design is offering a no-charge Customer Satisfaction Program for your recreational vehicle identified above.

Why is a Customer Satisfaction Program being conducted?

Grand Design has become aware of some owners that have concerns with discoloration and/or surface damage to the wallboard material located directly behind their convection microwave, visible only after the appliance has been lowered or removed. Our investigation confirmed that this condition can occur over time with frequent high-temperature use of the convection feature. Extensive in-house and third-party testing concluded that the discoloration and surface damage is cosmetic in nature and there is no possibility of a thermal event or threat to safety.

What are we doing about the problem?

On recreational vehicles equipped with a convection microwave, Grand Design is authorizing the no-charge installation of a protective heat shield that is installed to the wallboard directly behind the convection microwave. This heat shield eliminates the potential for discoloration and/or damage to the wallboard surface from repeated high-temperature use of the convection feature.

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www.granddesignrv.com

How long will repair take?

The time required for repair is less than one hour. There will be no charge to have this service performed.

What should you do?

Contact your selling or nearest Grand Design RV dealer 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?

Notify Grand Design either by phone: 574-825-9679, fax: 574-825-9249, or email: warranty@granddesignrv.com to inform us that you no longer own this vehicle. Please be sure to include your 17-digit Vehicle Identification Number (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, or email: warranty@granddesignrv.com with any questions or concerns.

If you have already paid to have your recreational 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.

We apologize for any inconvenience this Customer Satisfaction Program may cause. We sincerely appreciate your business and are fully committed to your satisfaction as a valued Grand Design owner.

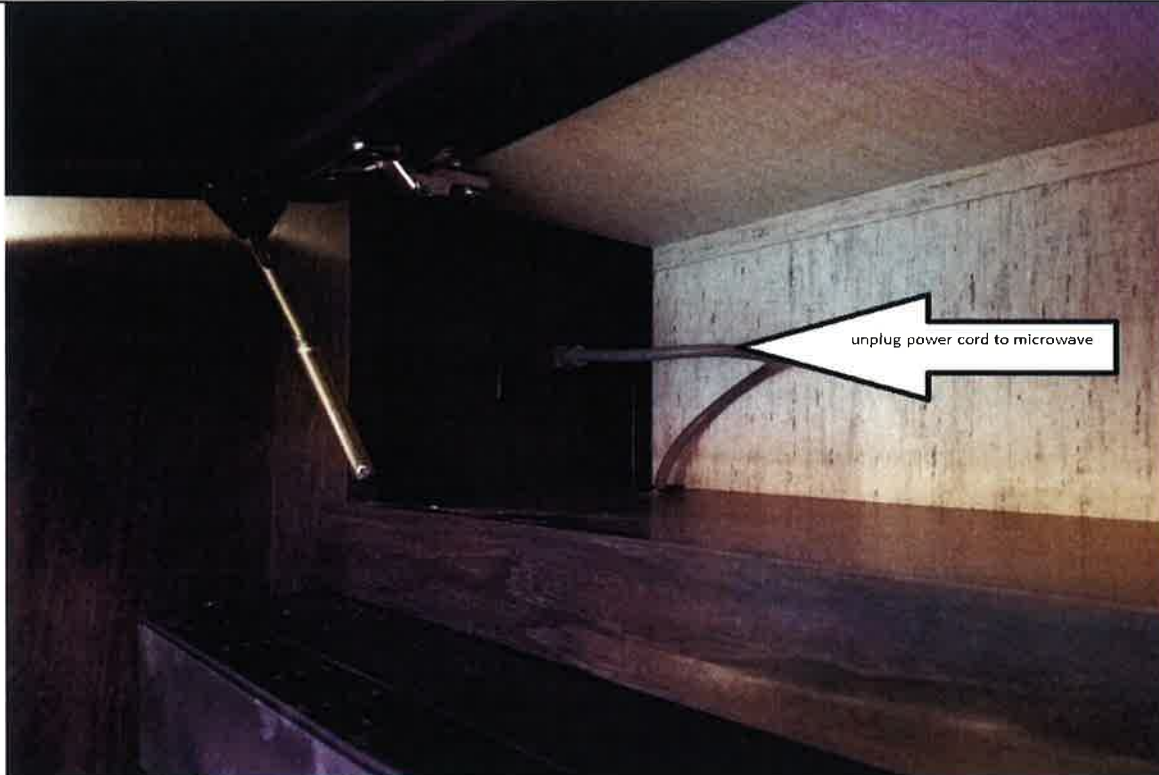
Sincerely,
Grand Design RV

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FIELD REPAIR INSTRUCTIONS

Parts: Ceramic Fiber Heat Shield - Part # 720820 x-1

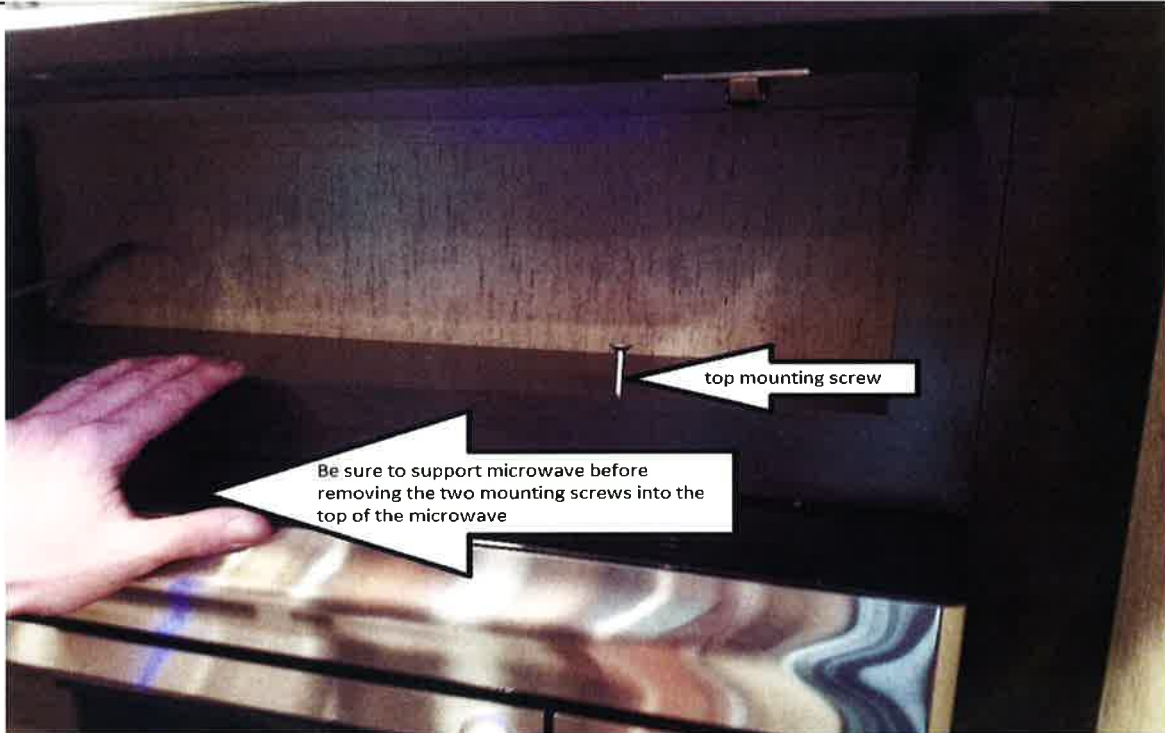
Step 1



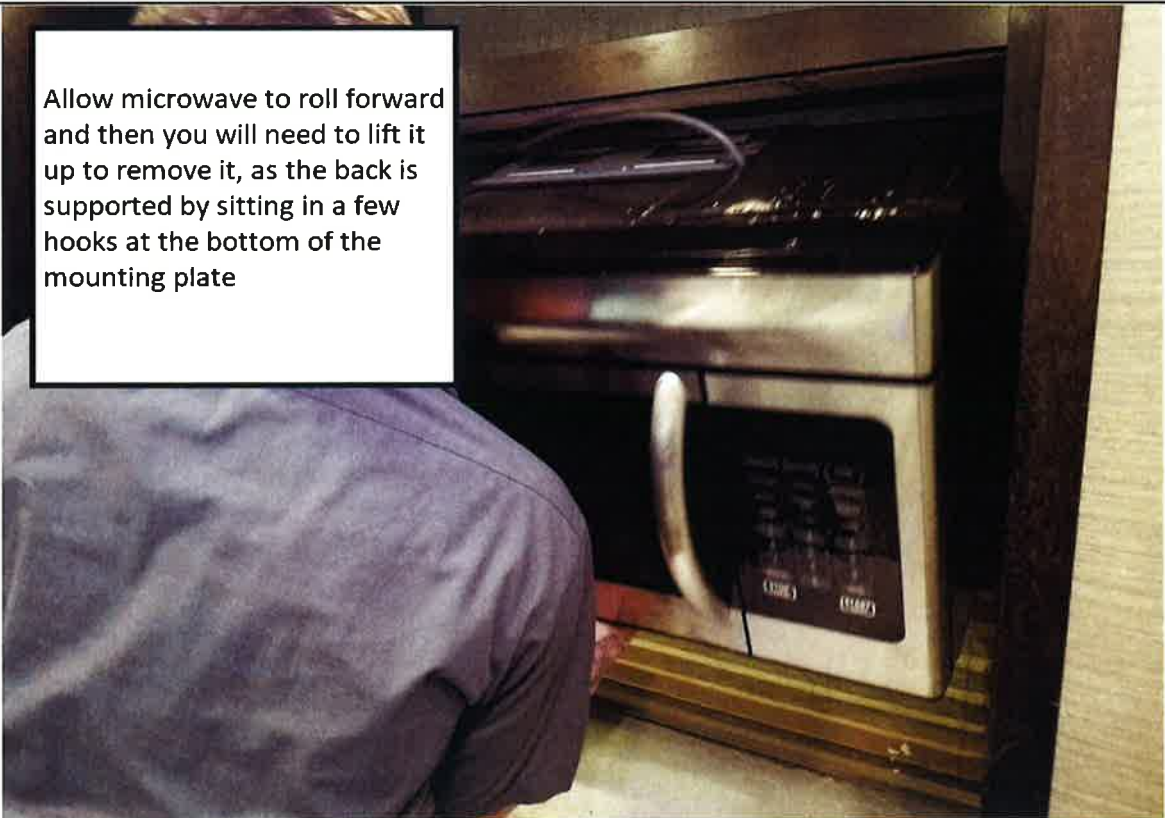
Step 2



Step 3

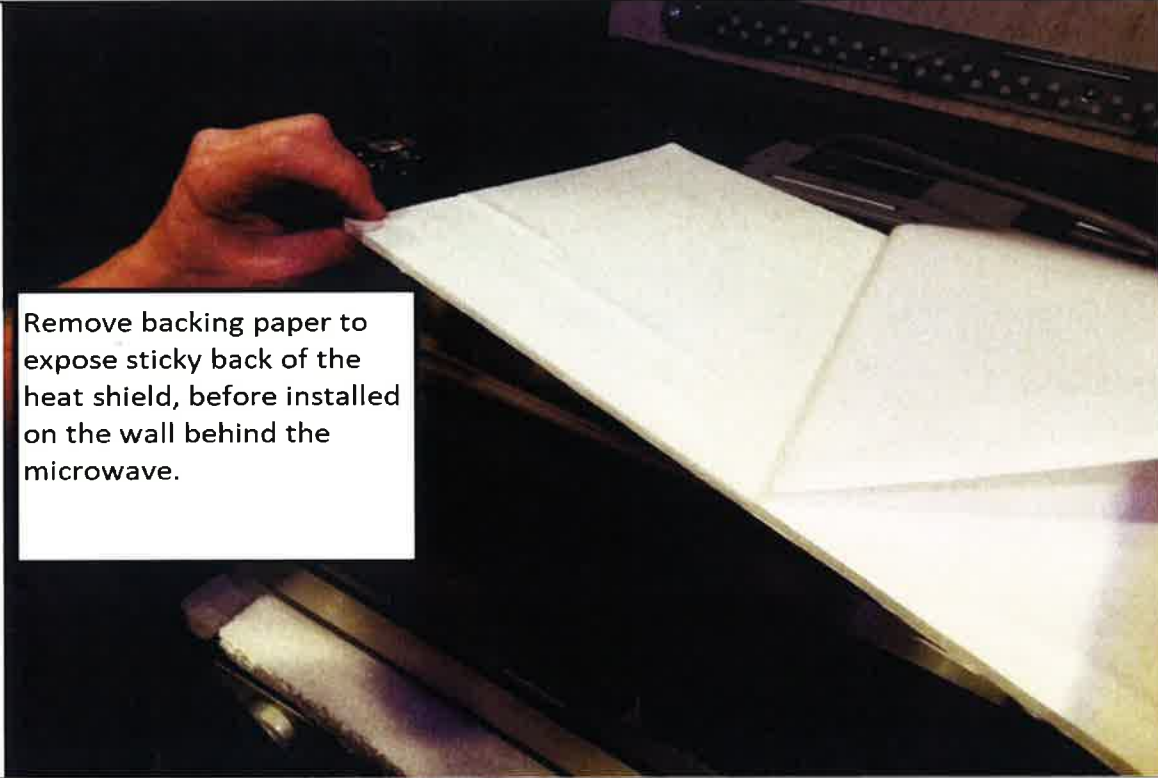


Step 4



Step 5

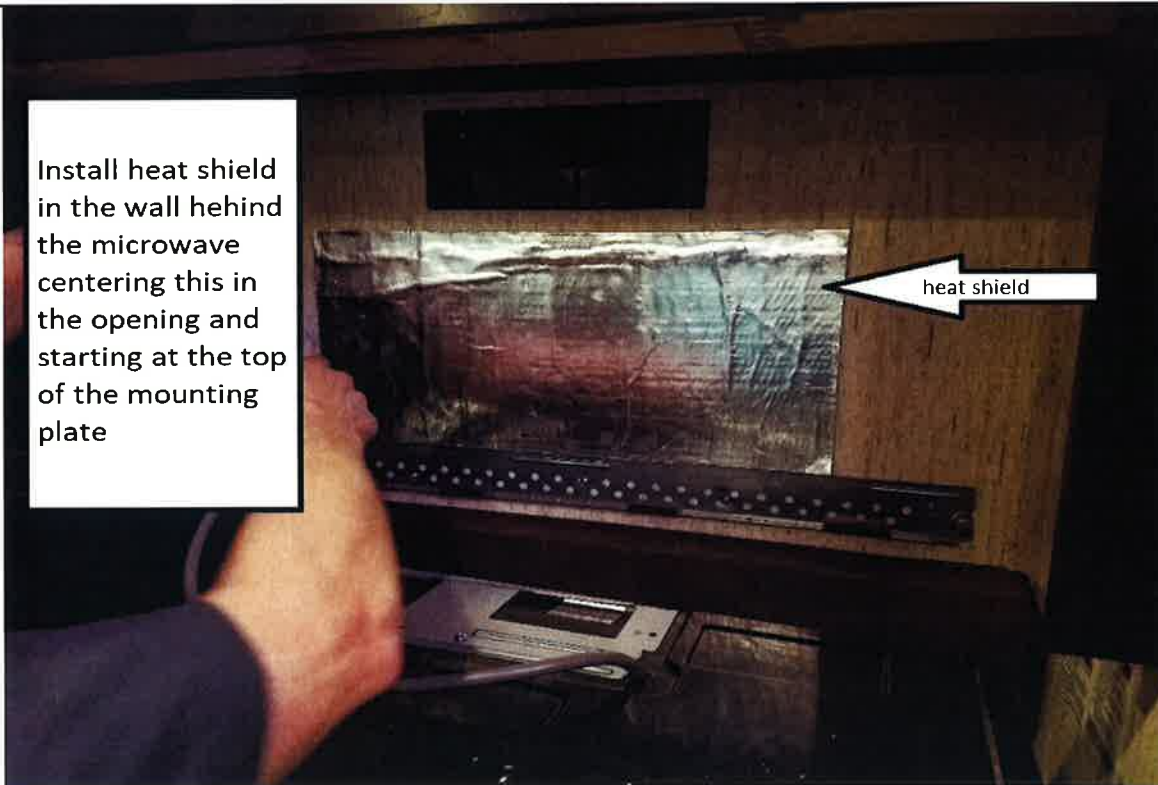
Remove backing paper to expose sticky back of the heat shield, before installed on the wall behind the microwave.



Step 6

Install heat shield in the wall behind the microwave centering this in the opening and starting at the top of the mounting plate

heat shield



Step 7

Install is now completed

(please make sure top mounting bolts are fully tightened)

