



Customer Satisfaction Program 920010

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

December 6, 2024

<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 that a compliance violation exists on a select number of Imagine 2600RB travel trailers. The concern in question is the cabinet under the refrigerator intended to facilitate the ability to maintain the outside griddle may be potentially used for storage due to its location. If a customer were to use this area for storage of flammable components so close to the outside griddle this may result in a hazardous situation.

What are we doing about the problem?

On recreational vehicles equipped with a bottom hinge cabinet door below their refrigerator Grand Design is issuing a service campaign to secure the door. This ensures that the area behind the door is inaccessible for anything other than maintenance of the outside griddle.

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