



## **Customer Satisfaction Program 920012**

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

Date 07/18/2025

<Customer Name>

<Customer Address>

<City> <State> <ZIP code>

Dear Grand Design RV Owner:

Lippert Components and Grand Design RV are launching a Customer Satisfaction Campaign to address frame web cracks appearing above the spring hangers on some Imagine 2910BH models. The units affected were produced between **July 24, 2020, and June 14, 2023.**

### **! IMPORTANT !**

- Your vehicle falls within the Customer Satisfaction Campaign population.
- Please schedule an appointment with your Grand Design dealer to have your vehicle inspected and, if necessary, repaired.

#### **Why is a Customer Satisfaction Campaign being conducted?**

We have received reports of cracks in the I-beam web above the spring hangers which are visible to the naked eye. The reports of these cracks have primarily been located on the right side of the vehicle. Situations causing right hand turns (in which the right-side tires repeatedly drop off the pavement) and/or repeated scrubbing of the tires (unusually sharp parking/turning maneuvers) may be contributing factors leading to this condition. While Grand Design RV and Lippert Components have concluded this condition does not present a safety hazard, the addition of V-braces helps to mitigate the risk of this condition from occurring. Later production models include V-braces in the fabrication of the spring hangers.

#### **What are we doing about the problem?**

On Imagine 2910BH units affected by this condition, Grand Design is authorizing a repair procedure developed by Lippert Components. The repair involves welding plate(s) or tubing to the chassis of the vehicle. This additional structure adds reinforcement to the I-beam. Grand Design dealers have been notified of this service campaign and have the required repair instructions available. Repair time may vary and could require up to 8 hours to complete the repair. There will be no charge for this service.

11333 County Road 2, Middlebury, IN 46540  
Phone: 574-825-8000, Fax: 574-825-9700  
[www.granddesignrv.com](http://www.granddesignrv.com)

**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, we can work together to make other inspection/repair arrangements. To work outside our Grand Design dealer network, please contact us at 574-825-9679 and choose the “recalls, bulletins and campaigns” prompt.

**What if I no longer own this recreational vehicle?** Please notify Grand Design if you no longer own this vehicle. Please be sure to include your 17-digit VIN in all correspondence  
**Phone:** 574-825-9679  
**Email:** [customerservice@granddesignrv.com](mailto:customerservice@granddesignrv.com)  
**WEB:** <http://www.granddesignrv.com/>

**Who should you contact if you have further questions or concerns?** Please reach out to Grand Design with any questions or concerns. Please have your 17-digit VIN available.  
**Phone:** 574-825-9679  
**Email:** [customerservice@granddesignrv.com](mailto:customerservice@granddesignrv.com)  
**WEB:** <http://www.granddesignrv.com/>

**If you are the lessor of this vehicle,** please forward a copy of this notice to the lessee within ten days.

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. The written request should include your 17-digit VIN, full name, permanent legal mailing address, and a clear copy of the original repair receipt.

**Remit written correspondence to:**

Grand Design RV  
Attn: Customer Service  
5200 Hoffman St.  
Middlebury, IN 46540

We apologize for any inconvenience this Customer Satisfaction Campaign may cause.

Sincerely,  
Grand Design RV, LLC