



Customer Satisfaction Campaign 920012

To: All Grand Design RV Dealers

07/18/ 2025

Grand Design RV is launching a Customer Satisfaction Campaign to address concerns of I-beam cracks appearing above the spring hangers on some Imagine IM2910BH models manufactured between July 2020 and June 2023 which was prior to a running change of v-braces in the spring hangers being implemented. The reports of these cracks have primarily been located on the right side of the vehicle. Right hand turns in which the right side tires repeatedly drop off the pavement, and/or repeated scrubbing of the tires with unusually sharp parking maneuvers may contribute to this condition. The addition of V-braces helps to mitigate the risk of this occurring.

Lippert Components and Grand Design RV have concluded this is not a safety related concern.

Owners of affected vehicles will be notified of this Customer Satisfaction Program by mail. A copy of the owner notification letter is attached for your reference. Also attached is a list of your retail sold units affected by this action.

The repair involves welding plate(s) or tubing to the chassis of the vehicle as described in the attached repair procedure. This additional structure adds reinforcement to the chassis of the vehicle. All customer units will receive spring hanger V-brace reinforcements. Part and supply information is included in the attached Lippert document, (019-003-2024).

If you are unable to complete this repair, and/or do not have a qualified welder capable of completing the repair, please reach out to Grand Design RV for assistance. Grand Design or Lippert may be able to assist in the completion of the repair utilizing their mobile service teams.

Finally, please find attached the claim filing instructions associated with this program. Your assistance with this Customer Satisfaction Program is appreciated. Should you have any questions or concerns, please contact Grand Design Technical Support at 888-825-2820 and choose the prompt for "Recalls, bulletins and campaigns".

Respectfully,
Grand Design RV, LLC

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