



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

December 21, 2017

Mr. Jerry McCarthy  
Grand Design RV, LLC  
11333 County Road 2  
Middlebury, IN 46540

NEF-150MR  
17V-789

**Subject:** Power Tongue Jack may Operate Unintentionally

Dear Mr. McCarthy:

This letter serves to acknowledge Grand Design RV, LLC's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

GRAND DESIGN/IMAGINE/2017-2018  
GRAND DESIGN/REFLECTION/2017-2018

**Mfr's Report Date:** December 8, 2017

**NHTSA Campaign Number:** 17V-789

**Components:**

EQUIPMENT:ELECTRICAL:JACK

**Potential Number of Units Affected:** 3,969

**Problem Description:**

Grand Design RV, LLC (Grand Design) is recalling certain 2017-2018 Reflection and Imagine travel trailers equipped with a Smart-Jack model power tongue jack. The laminated plastic touch pad on the jack may crack or separate allowing water to enter, potentially causing the jack to operate unintentionally.

**Consequence:**

If the tongue jack retracts or extends unexpectedly, there could be an increased risk of a crash or injury.

**Remedy:**

Grand Design will notify owners, and dealers will replace the power tongue jack, free of charge. The recall is expected to begin January 8, 2018. Owners may contact Grand Design customer service at 1-574-825-9679. Grand Design's number for this recall is 900012.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

We have received Grand Design's proposed owner notification letter and have approved it for distribution.

Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Michelle Rice who may be reached by phone at (202) 366-1060, or by email at michelle.rice@dot.gov or through the office email at rmd.odi@dot.gov. We look forward to working with you.

Sincerely,



Jennifer Timian  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement