



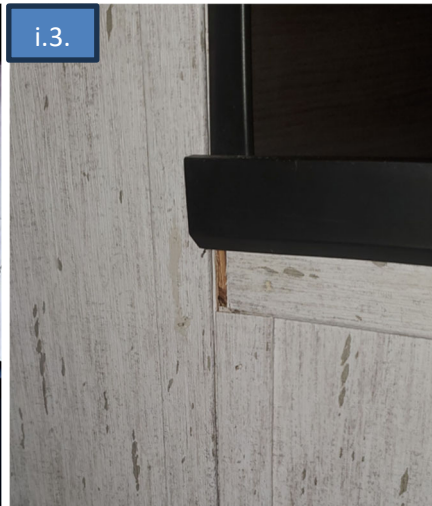
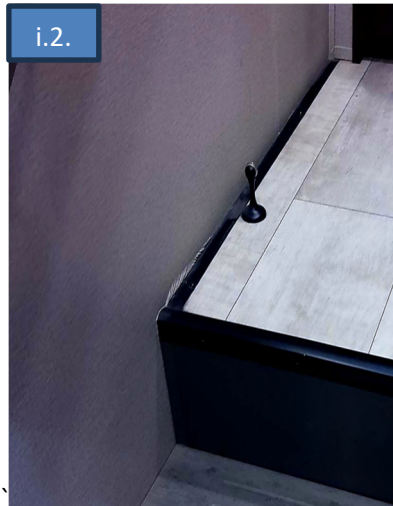
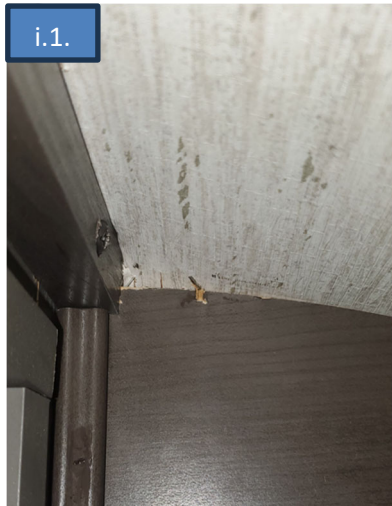
Customer Service Campaign

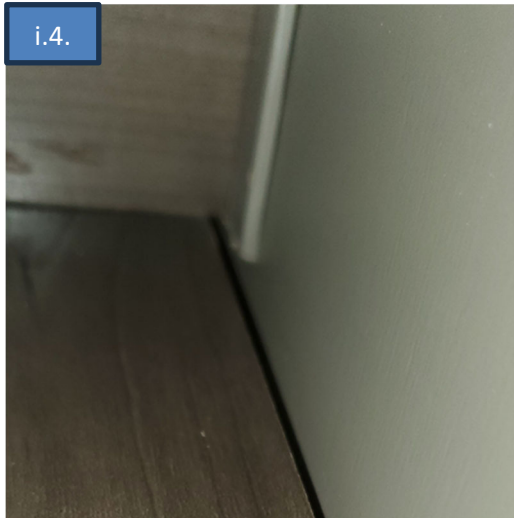
Visual Inspection for Momentum and Solitude Upper Deck Wall Securement

The steps below outline a visual inspection for owners to determine if wall securement may be occurring on your unit. This does not indicate safety related conditions but should be addressed to prevent the issue from worsening.

Interior Inspection - In the upper deck space of the fifth wheel, look for signs of damage from wall securement in the following:

1. Cabinetry - *see Photo Example i.1.*
2. Marks on the interior wallpaper around cabinetry, inside of closets or in areas around steps and/or nightstands - *see Photo Example i.2.*
3. Loose or shifted wall panel trim - *see Photo Example i.3.*
4. Gapping between the exterior wall and the floor inside the closet - *see Photo Example i.4.*





Exterior inspection – On the outside of your unit, look for the following:

1. Screw cover separation around the front bulkhead - see *Photo Example e.1.*
2. Deformation or cracks at the expansion joint located under the upper deck slide outs - see *Photo Example e.2.*



If any of these conditions are present, please contact Grand Design Customer Service via the information provided in your cover letter for next steps.