

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: Follow Up to ODI Complaint -- 11420141
Date: Friday, July 23, 2021 12:06:28 PM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Thursday, July 22, 2021 6:05 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Follow Up to ODI Complaint -- 11420141

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

The attached complaint is basically correct, but should be revised to indicate that the manufacturer was also notified of the problem.

For your info, we continue to see frequent postings on the Reflection 337RLS Facebook page for identical issues. We always try to advise that they should contact you, but you know how that goes.

Please don't hesitate to contact me with any further questions.

Sincerely,

[REDACTED]



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

08-JUN-2021

Repository Reference No.
11420141

OWNER INFORMATION (Type or Print)

Name [REDACTED]			
Address [REDACTED]			
City	State	ZIP Code	
O'Fallon	IL	[REDACTED]	

Daytime Telephone Number

[REDACTED]

E-mail Address

[REDACTED]

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 573fr3621k3 [REDACTED]		MAKE GRAND DESIGN	Model REFLECTION	Model Year 2019
Date Purchased	Dealer's Name and Telephone Number First Team Hampton Chevrolet 7572699559		Engine: No: Cy in ders	Fuel Type:
Original Owner <input type="checkbox"/>	Dealer's City Hampton	STATE VA	ZIP Code 23666	
Transmission Type	<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 03-JUN-2021

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 110000 ELECTRICAL SYSTEM	Failure Mileage 6000.0	Failure Speed
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ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTM19ABC036)	<input type="checkbox"/> Original Requirement <input type="checkbox"/> Prior Repair	Failure Location:
Tire Component Code	Tire Failure Type:	

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the Incident(s), Failure(s), Crash(es), Injury(ies).)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N
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Narrative Description of Incident(s), Crash(es), Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

The contact owns a 2019 Grand Design Recreational Reflection. The contact stated that there were wires located underneath one of the slide out beds. While sliding out the bed, the bed rubbed against the wire and caused the wires to short circuit. The contact lost power to certain lights located in the bedroom due to the design. The contact called an independent mechanic who redirected the wires from underneath the slide out bed. The manufacturer was not notified of the failure. The vehicle was repaired. The failure mileage was approximately 6,000.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579. This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.