INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Form Approved: O.M.B. No. 2127-0008
Expiration Date: XX/XX/XXXX

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

Vehicle Owner's Questionnaire
TO REPORT VEHICLE SAFETY DEFECTS

Call: 888-327-4236
Visit: www.safercar.gov
Fax this form: 202-366-7882 or 202-366-3171
Mail this form: see page 2 for instructions

FOR AGENCY USE ONLY
Date Received | Repository ☐
Reference No.

OWNER INFORMATION (Type or Print)
Daytime Telephone Number
N [redacted]
Even [redacted]
Str [redacted] Apt. No.
City Centtennial State CO
E-m [redacted]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO
In the absence of aut [redacted] ly during a defect investigation or when you make a complaint about recall performance o
Signature of Owner [redacted] Date 11-8-2024 Feedback on PDF editing

VEHICLE INFORMATION

17 digit Vehicle Identification Number located at bottom of windshield on driver's side	Make	Model	Year	Current Mileage
56YTT2329M [redacted]	Lance	2375	2021	NA

Date Purchased		Engine	Fuel Type
8/26/2021	State CO [redacted]	No. Cylinders NA	☐ Diesel ☐ Hybrid ☐ Gas ☐ Other
☒ Original Owner Yes	Centennial		

Transmission Type		Powertrain	
☐ Manual ☐ Automatic NA	☐ Antilock Brakes ☐ Cruise Control NA	☐ All-Wheel Drive ☐ Front-Wheel Drive NA	☐ Rear-Wheel Drive ☐ Four-Wheel Drive

FAILED COMPONENT(S)/PART(S) INFORMATION

Component Name	Incident Date(s)	Failure Mileage	Failure Speed	Failure Location
				☐ Driver ☐ Passenger ☐ Front ☐ Rear

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make/Brand	Tire Model/Line	Tire Name	Tire Size (Example: P215/65R1105)

Failed Structure ☐ Tread ☐ Sidewall ☐ Bead
DOT No. (Example: DOT MAL9ABC036 on sidewall) ☐ Original Equipment ☐ Prior Repair
Failure Type: ☐ Blowout ☐ Blister ☐ Crack ☐ Torn ☐ Tread Separation ☐ Road Hazard ☐ Out of Round

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make	Date Manufactured	Model Nu [redacted] Feedback on PDF editing

Seat Type ☐ Infant ☐ Booster ☐ Integrated ☐ Convertible ☐ Other
Installed in Vehicle using the: ☐ Vehicle safety belt ☐ LATCH System* *Vehicle info required
Failed Part. Describe Failure Below ☐ Base ☐ Harness/Buckle ☐ LATCH Connecter ☐ Shell ☐ Handle ☐ Other

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

Crash	Fire	Number of Persons Injured	Number of Deaths	Police Report No.
☐ Yes ☐ No	☐ Yes ☐ No			

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies).

SEE NARRATIVE Attached

JM

Re: Lance Travel Trailer 2375
VIN: 56YTT2329ML[redacted]

On September 22, 2024, I was trailering on Interstate 70 from Denver to Glenwood Springs, Colorado towing my travel trailer. At some point during that trip the microwave fell out of its compartment in the trailer. The microwave pigtail wiring pulled and split but remained attached. The microwave dangled and swung and hit the stove (I assume repeatedly). The repeated swinging must have hit and turned on the knob to the gas stove and hit the starter. When I stopped to gas up, I discovered the stove burner was on, and the flame had damaged part of the stove top. The circumstances could have resulted in a large and potentially deadly explosion.

Upon inspecting the damage, I noticed that the microwave was only held in place by the plastic molding around the outside. The plastic screw grommets on the molding had broken allowing the microwave to fall.

The microwave has an attached metal base with pre-drilled holes. These pre-drilled holes are obviously there to secure the microwave to something. There is no framing to screw the base; therefore, the base was not secured using the pre-drilled holes. This is a flaw in design and other units like mine need to be retro fitted to provide secure and proper installation.

I have advised Lance Camper Manufacturing Corporation's Vice President and General Manager of this defect on Oct. 7, 2024. I have not heard back from Lance Camper Manufacturing Corporation, and I doubt Lance Camper Manufacturing Corporation plans on making any effort to notify customers of the potential problem.

[redacted]

Centennial, CO [redacted]

DENVER CO 802

13 NOV 2024 PM 4 L

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
400 7th Street, SW
Washington, DC 20590

20590-

[redacted]