



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

1200 New Jersey Avenue SE
Washington, DC 20590

November 28, 2023

Mr. Brad Smith
Grand Design RV, LLC
58573 Sunlit Blvd
Goshen, IN 46528

NEF-107KL
23V-788

Subject: Reversed Plug Blades on Electrical Outlet

Dear Mr. Smith:

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/REFLECTION/2024

Mfr's Report Date: November 22, 2023

NHTSA Campaign Number: 23V-788

Components:

ELECTRICAL SYSTEM:WIRING

Potential Number of Units Affected: 1,011

Problem Description:

Grand Design RV, LLC (Grand Design) is recalling certain 2024 Reflection travel trailers. The electrical plug blade openings (narrow hot blade and wider neutral blade) may be reversed on one of the two receptacle outlet faces, which can cause outlet failure.

Consequence:

Electrical outlet failure can increase the risk of a fire.

Remedy:

Dealers will replace the incorrect receptacles, free of charge. Owner notification letters are expected to be mailed January 5, 2024. Owners may contact Grand Design customer service at 1-574-825-9679. Grand Design's number for this recall is 910041.

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.nhtsa.gov.

Please be reminded of the following requirements:



You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, 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 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 573.7, submission of the first of eight 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. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

Grand Design RV, LLC's contact for this recall will be Kristin Lepper who may be reached by email at kristin.lepper@dot.gov. We look forward to working with you.

Sincerely,



Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement