

Part 573 Safety Recall Report

23V-279

Manufacturer Name : Triple E Recreational Vehicles

Submission Date : APR 25, 2023

NHTSA Recall No. : 23V-279

Manufacturer Recall No. : CA#10243-1



Manufacturer Information :

Manufacturer Name : Triple E Recreational Vehicles

Address : PO Box 1230 Winkler MB

Canada 00 R6W 4C4

Company phone : 204-325-4361

Population :

Number of potentially involved : 153

Estimated percentage with defect : 50 %

Vehicle Alterer Information :

Vehicle 1 : 2020-2023 WONDER W24RTB

Descriptive Information : A RETAIL OWNER COMPLETED A SURVEY INDICATING THAT THE BED STAY BRACKET, USED TO HOLD UP THE BED LID AND MATTRESS TO ACCESS THE CLOTHES CLOSET, HAD NOT ENGAGED CORRECTLY CAUSING THE BED LID TO FALL. UPON FURTHER INHOUSE AUDIT IT WAS NOTICED THAT THE INSTALLER HAD INSTALLED THE INCORRECT BED STAY BRACKET, A RIGHT INSTEAD OF A LEFT BRACKET OR VISE VERSA. THE BED STAY BRACKETS HAVE A RIGHT & A LEFT. AS OF MARCH 29/2023 THE INSTALLER HAS BEEN INFORMED OF THE ERROR IN IDENTIFYING THE CORRECT PAIRING (LEFT & RIGHT).

2020 W24RTB - 30

2021 W24RTB - 62

2022 W24RTB - 44

2023 W24RTB - 17

Production Dates : JAN 10, 2020 - DEC 23, 2022

Description of Defect :

Description of the Defect : AN INCORRECT BED STAY BRACKET, USED TO HOLD THE BED LID AND MATTRESS UP FOR ACCESS TO THE CLOTHES CLOSET, HAD BEEN INSTALLED ON THE BED LID. THE NOTCHED LOCKING MECHANISM WAS INSTALLED WITH THE TEETH FACING DOWNWARD INTO THE CLOSET AREA, INSTEAD OF FACING UPWARD TOWARDS THE BED LID.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : AN INCORECTLY INSTALLED BED STAY BRACKET MAY FALL, DUE TO THE WEIGHT OF THE BED LID AND MATTRESS, ON THE UPPER BODY CAUSING INJURY.

Description of the Cause : THE INSTALLER WAS NOT MADE AWARE THAT THE BED STAY BRACKETS

Identification of Any Warning that can Occur : ARE IN PAIRS (A LEFT & A RIGHT) AND INSTALLED A RIGHT BRACKET INSTEAD OF A LEFT BRACKET OR WAS USING ONLY LEFT BRACKETS OR ONLY RIGHT BRACKETS FOR THE INSTALLATION PROCESS.
THE BED STAY BRACKET MAY ENGAGE TEMPORARILY BUT IF JARRED WILL BECOME DISENGAGED AND FALL. THE BRACKET TEETH WILL BE FACING IN THE DOWN POSITION INSTEAD OF THE UP POSITION FOR LOCKING.

Involved Components :

Component Name : BED ADJUST HEADREST MECHANISM

Component Description : BED ADJUST HEADREST MECHANISM

Component Part Number : 130-0383

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

ON FEBRUARY 11/2023 A RETAIL OWNER COMPLETED A SURVEY INDICATING THE BED STAY BRACKET HAD MALFUNCTIONED AND FALLIN ONTO THE HEAD AND SHOULDERS OF HIS WIFE. WHEN ASKED TO PROVIDE PICTURES OF THE BED STAY BRACKET, IT WAS NOTICED THAT THE INCORRECT BRACKET WAS INSTALLED. THE BRACKET WAS INSTALLED WITH THE TEETH OR LOCKING MECHANISM IN THE DOWN POSITION AND NOT IN THE UP POSITION FOR LOCKING. AN INHOUSE AUDIT ON MARCH 29/2023 WAS PERFORMED AND NOTED THAT THE BRACKETS ARE PURCHASED IN PAIRS, THE INSTALLER WAS NOT MADE AWARE OF THIS AND MAY HAVE INSTALLED A LEFT BRACKET WHEN IT SHOULD HAVE A RIGHT BRACKET AND VISE VERSA. THE WONDER W24RTB, HAS A CLOSET UNDER EACH TWIN BED - PASSENGER & DRIVER SIDE, TWO BRACKETS ARE REQUIRED, THE INSTALLER MAY HAVE INSTALLED TWO RIGHT BRACKETS OR TWO LEFT BRACKETS. AT THIS TIME IT IS UNKNOWN. NO DEATHS OR INJURIES HAVE BEEN REPORTED. NO WARRANTY CLAIMS, FIELD OR SERVICE REPORTS HAVE BEEN MADE. IT WAS DECIDED ON APR 12/2023 TO INITIATE A RECALL.

Description of Remedy :

Description of Remedy Program : DEALERS WITH INVENTORY WILL BE SENT A LETTER AND REQUESTED TO DO A VISUAL CHECK OF THE INSTALLATION OF THE BED STAY BRACKET. IF THE BRACKET IS INCORRECT, A NEW BRACKET & SOP (STANDARD OPERATING PROCEDURE) WILL BE PROVIDED AT NO CHARGE. THE DEALER WILL CLAIM REIMBURSEMENT ON A WARRANTY APPLICATION FORM. RETAIL OWNERS WILL BE SENT A LETTER AND REQUESTED TO DO A VISUAL CHECK OF THE INSTALLATION OF THE BED STAY BRACKET. IF IT IS NOTICED THAT THE BRACKET IS IN THE INCORRECT POSITION (TEETH IN THE DOWNWARD POSITION) A NEW BRACKET WILL BE REQUIRED AND PROVIDED TO THE RETAIL OWNER AT NO CHARGE. RETAIL OWNERS WILL BE ADVISED TO CONTACT THEIR SELLING DEALER OR AN RV SERVICE CENTER TO HAVE INSTALLED. THE RV SERVICE CENTER OR RETAIL OWNER WILL BE PAID DIRECTLY BY TRIPLE E RV. A RETAIL OWNER OR SERVICING CENTER WILL BE REIMBURSED FOR COSTS INCURRED FOR REPAIR PRIOR TO THE RECALL NOTIFICATION.

How Remedy Component Differs from Recalled Component : THE BED STAY BRACKET WILL BE INSTALLED CORRECTLY IF THE TEETH ARE FACING UPWARD TOWARDS THE BED LID AND WILL STAY LOCKED WHEN ENGAGED.

Identify How/When Recall Condition was Corrected in Production : ON MARCH 29/2023 THE PROCESS WAS CORRECTED BY INFORMING THE INSTALLER THE BRACKETS COME IN A PAIR (LEFT & RIGHT), WHICH BRACKET SHOULD BE INSTALLED ON THE CORRECT BED LID, THE POSITION OF THE BRACKET WHEN INSTALLED. THE SOP (STANDARD OPERATING PROCEDURES) TO BE UPDATED TO REFLECT THIS INFORMATION.

Recall Schedule :

Description of Recall Schedule : NOTIFICATION TO DEALERS IS EXPECTED TO OCCUR LATE APRIL/2023. NOTIFICATION TO THE RETAIL OWNERS IS EXPECTED TO OCCUR LATE APRIL/2023.

Planned Dealer Notification Date : APR 26, 2023 - MAY 01, 2023

Planned Owner Notification Date : APR 26, 2023 - MAY 02, 2023

Purchaser Information :

The following manufacturers purchased this defective/noncompliant equipment for possible use or installation in new motor vehicles or new items of motor vehicle equipment:

Name :

Address :

Country :

Company Phone :

* NR - Not Reported