

# Part 573 Safety Recall Report

# 23V-387

**Manufacturer Name :** Triple E Recreational Vehicles

**Submission Date :** JUN 06, 2023

**NHTSA Recall No. :** 23V-387

**Manufacturer Recall No. :** CA#10318-1



## Manufacturer Information :

## Population :

**Manufacturer Name :** Triple E Recreational Vehicles

**Number of potentially involved :** 212

**Address :** PO Box 1230 Winkler MB

**Estimated percentage with defect :** 15 %

**Canada** 00 R6W 4C4

**Company phone :** 204-325-4361

## Vehicle Alterer Information :

**Vehicle 1 :** 2023-2023 UNITY U24MB

**Descriptive Information :** THE 2-STAGE REGULATORS HAD THE SAME LOT #'S AND WITH AN LP LEAK TEST FAILED.

THE REGULATORS NOT AFFECTED HAVE A DIFFERENT LOT # AND PASSED AN LP LEAK TEST.

UNITS AFFECTED - 27

**Production Dates :** NOV 17, 2022 - APR 27, 2023

**Vehicle 2 :** 2023-2023 UNITY U24CB

**Descriptive Information :** THE 2-STAGE REGULATORS HAD THE SAME LOT #'S AND WITH AN LP LEAK TEST FAILED.

THE REGULATORS NOT AFFECTED HAVE A DIFFERENT LOT # AND PASSED AN LP LEAK TEST.

UNITS AFFECTED - 20

**Production Dates :** NOV 17, 2022 - APR 27, 2023

**Vehicle 3 :** 2023-2023 UNITY U24FX

**Descriptive Information :** THE 2-STAGE REGULATORS HAD THE SAME LOT #'S AND WITH AN LP LEAK TEST FAILED.

THE REGULATORS NOT AFFECTED HAVE A DIFFERENT LOT # AND PASSED AN LP LEAK TEST.

UNITS AFFECTED - 19

**Production Dates :** NOV 17, 2022 - APR 27, 2023

Vehicle 4 : 2023-2023 UNITY U24MBL

Descriptive Information : THE 2-STAGE REGULATORS HAD THE SAME LOT #'S AND WITH AN LP LEAK TEST FAILED.  
THE REGULATORS NOT AFFECTED HAVE A DIFFERENT LOT # AND PASSED AN LP LEAK TEST.  
UNITS AFFECTED - 13

Production Dates : NOV 17, 2022 - APR 27, 2023

Vehicle 5 : 2023-2023 WONDER W24RTB

Descriptive Information : THE 2-STAGE REGULATORS HAD THE SAME LOT #'S AND WITH AN LP LEAK TEST FAILED.  
THE REGULATORS NOT AFFECTED HAVE A DIFFERENT LOT # AND PASSED AN LP LEAK TEST.  
UNITS AFFECTED - 22

Production Dates : NOV 17, 2022 - APR 27, 2023

Vehicle 6 : 2023-2023 UNITY U24TB

Descriptive Information : THE 2-STAGE REGULATORS HAD THE SAME LOT #'S AND WITH AN LP LEAK TEST FAILED.  
THE REGULATORS NOT AFFECTED HAVE A DIFFERENT LOT # AND PASSED AN LP LEAK TEST.  
UNITS AFFECTED - 33

Production Dates : NOV 17, 2022 - APR 27, 2023

Vehicle 7 : 2023-2023 WONDER W24FTB

Descriptive Information : THE 2-STAGE REGULATORS HAD THE SAME LOT #'S AND WITH AN LP LEAK TEST FAILED.  
THE REGULATORS NOT AFFECTED HAVE A DIFFERENT LOT # AND PASSED AN LP LEAK TEST.  
UNITS AFFECTED - 8

Production Dates : NOV 17, 2022 - APR 27, 2023

Vehicle 8 : 2023-2023 WONDER W24MBL

Descriptive Information : THE 2-STAGE REGULATORS HAD THE SAME LOT #'S AND WITH AN LP LEAK TEST FAILED.  
THE REGULATORS NOT AFFECTED HAVE A DIFFERENT LOT # AND PASSED AN LP LEAK TEST.  
UNITS AFFECTED - 8

Production Dates : NOV 17, 2022 - APR 27, 2023

Vehicle 9 : 2023-2023 WONDER W24RL

Descriptive Information : THE 2-STAGE REGULATORS HAD THE SAME LOT #'S AND WITH AN LP LEAK TEST FAILED.  
THE REGULATORS NOT AFFECTED HAVE A DIFFERENT LOT # AND PASSED AN LP LEAK TEST.  
UNITS AFFECTED - 20

Production Dates : NOV 17, 2022 - APR 27, 2023

Vehicle 10 : 2023-2023 UNITY U24RL

Descriptive Information : TTHE 2-STAGE REGULATORS HAD THE SAME LOT #'S AND WITH AN LP LEAK TEST FAILED.  
THE REGULATORS NOT AFFECTED HAVE A DIFFERENT LOT # AND PASSED AN LP LEAK TEST.  
UNITS AFFECTED - 42

Production Dates : NOV 17, 2022 - APR 27, 2023

## Description of Defect :

Description of the Defect : THE MARSHALL 2-STAGE REGULATOR MAY LEAK PROPANE AT A ROLLED CRIMP CONNECTION. THE HIGH PRESSURE SIDE OF THE REGULATOR IS NOT CORRECTLY CRIMPED LEADING TO THE HIGH PRESSURE OF THE PROPANE TANK GETTING AROUND THE BODY TO FACE SEAL.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : IN THE EVENT LP LEAKS FROM THE CRIMP OF THE REGULATOR A SPARK COULD IGNITE CAUSING A FIRE AND BODILY INJURY.

Description of the Cause : AN IMPROPERLY CRIMPED HOUSING ALLOWS HIGH PRESSURE LP PAST FIRST STAGE REGULATOR FACE TO HOUSING.

Identification of Any Warning that can Occur : A HISSING OR SMELL OF PROPANE (ROTTEN EGGS) AT THE LP REGULATOR.

## Involved Components :

Component Name : MARSHALL 2-STAGE LP REGULATOR

Component Description : LP REGULATOR

Component Part Number : MEGR298-H LOT#K1822

Component Name : MARSHALL 2-STAGE LP REGULATOR

Component Description : LP REGULATOR

Component Part Number : MEGR298 LOT #K0722

## Supplier Identification :

### Component Manufacturer

Name : Marshall Excelsior

Address : 1506 George Brown Drive  
Marshall Michigan 49068

Country : United States

## Chronology :

ON APRIL 13 /2023 DURING THE MANUFACTURING PROCESS IT WAS DETECTED THAT A REGULATOR HAD FAILED, THE ODOR OF PROPANE (ROTTEN EGGS) WAS EVIDENT. ON MAY 1/2023 CONTACTED MARSHALL EXCELSIOR THE MANUFACTURER TO ALERT THEM TO A POTENTIAL ISSUE. ON MAY 14/2023 ANOTHER REGULATOR WAS DETECTED AS FAILING. ON MAY 5 / 2023 A TRIPLE E RV SERVICING DEALER CONTACTED THE CUSTOMER SERVICE DEPARTMENT INDICATING THAT THE RETAIL OWNER HAD SMELLED PROPANE & HEARD A HISSING OR LEAKING FROM THE LP REGULATOR. ON MAY 19/2023 A RETAIL OWNER CONTACTED THE CUSTOMER SERVICE INDICATING THAT THEY HAD SMELLED PROPANE & HEARD A HISSING OR LEAKING FROM THE LP REGULATOR.  
ALL REGULATORS WITH THE LOT #K0722 & #K1822, PURCHASED FROM MARSHALL THAT WERE IN STOCK, WERE RETURNED TO THE MANUFACTURER FOR TESTING AND FOUND NOT TOO LEAK.

## Description of Remedy :

Description of Remedy Program : DEALERS WITH INVENTORY WILL BE SENT A LETTER ASKING TO CONFIRM THE LOT # OF THE REGULATOR AND DO A LP LEAK TEST ON STOCK UNITS, IF THE REGULATOR HAS THE LOT # AND DOESN'T PASS THE LP LEAK TEST TO REPLACE WITH A NEW REGULATOR. IF THE REGULATOR PASSES NO ACTION IS REQUIRED. RETAIL OWNERS WILL BE SENT A LETTER ASKING TO CONFIRM THE LOT # OF THE REGULATOR ON THEIR MOTORHOME AND TO CONTACT THEIR SELLING DEALER OR AN RV SERVICE CENTER TO HAVE AN LP LEAK TEST PERFORMED AND REPLACE THE REGULATOR IF IT IS AFFECTED. IF THE REGULATOR PASSES NO ACTION IS REQUIRED. THE DEALER WILL CLAIM REIMBURSEMENT ON A WARRANTY APPLICATION FORM. THE RV SERVICE CENTER OR RETAIL OWNER WILL BE PAID DIRECTLY BY TRIPLE E RV. A RV SERVICE CENTER OR RETAIL OWNER WILL BE REIMBURSED FOR COSTS INCURRED FOR REPAIR PRIOR TO THE RECALL NOTIFICATION.

How Remedy Component Differs from Recalled Component : THE NEWLY INSTALLED REGULATOR WILL HAVE A DIFFERENT LOT # AND THE CRIMP ON THE HIGH PRESSURE SIDE WILL BE CORRECTLY DONE COMPARED TO THE REGULATORS THAT ARE AFFECTED BY THE RECALL.

Identify How/When Recall Condition was Corrected in Production : ON MAY 14/2023 THE PROPANE REGULATORS IN STOCK WITH THE LOT #'S AFFECTED WERE TAKEN OUT OF STOCK AND REGULATORS FROM DIFFERENT LOT #'S WERE INSTALLED DURING THE MANUFACTURING PROCESS.

## Recall Schedule :

Description of Recall Schedule : NOTIFICATION TO THE DEALER IS EXPECTED TO OCCUR EARLY JUNE/2023.  
NOTIFICATION TO THE RETAIL OWNERS IS EXPECTED TO OCCUR EARLY JUNE/2023.

Planned Dealer Notification Date : JUN 09, 2023 - JUN 09, 2023

Planned Owner Notification Date : JUN 09, 2023 - JUN 09, 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