

Part 573 Safety Recall Report

23V-399

Manufacturer Name : Triple E Recreational Vehicles

Submission Date : JUN 06, 2023

NHTSA Recall No. : 23V-399

Manufacturer Recall No. : CA#10323-1



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 : 24

Estimated percentage with defect : 75 %

Vehicle Alterer Information :

Vehicle 1 : 2023-2023 WONDER W24MBL

Descriptive Information : WHEN A BACKORDERED TRUMA A/C WAS INSTALLED IT WAS NOTICED THAT THE INSTALLER HAD CUT THE INNER CORE INSULATION, EXPOSING THE WIRE CONDUCTOR.

THE RECALLED UNITS HAVE THE CUT EXPOSING THE WIRE CONDUCTOR THE NON-RECALLED DO NOT HAVE THE CUT.
UNITS AFFECTED - 5

Production Dates : FEB 09, 2023 - APR 17, 2023

Vehicle 2 : 2023-2023 UNITY U24MBL

Descriptive Information : WHEN A BACKORDERED TRUMA A/C WAS INSTALLED IT WAS NOTICED THAT THE INSTALLER HAD CUT THE INNER CORE INSULATION, EXPOSING THE WIRE CONDUCTOR.

THE RECALLED UNITS HAVE THE CUT EXPOSING THE WIRE CONDUCTOR THE NON-RECALLED DO NOT HAVE THE CUT.
UNITS AFFECTED - 19

Production Dates : JUL 13, 2022 - APR 17, 2023

Description of Defect :

Description of the Defect : THE ROMAX 120V CABLE, FROM THE TRUMA A/C, INNER CORE INSULATION IS BEING CUT, EXPOSING WIRE CONDUCTOR.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : THE EXPOSED WIRE WOULD CONTACT THE METAL JUNCTION BOX, A SPARK COULD OCCUR CAUSING A POSSIBLE FIRE AND BODILY INJURY.

Description of the Cause : THE INSTALLER WAS INCORRECTLY STRIPPING THE OUTER SHEATH OF THE

Identification of Any Warning that can Occur : ROMAX WIRE, CUTTING IT HORIZONTALLY ACROSS THE WIRES WHICH RESULTED IN THE INNER CONDUCTOR WIRE INSULATION ALSO BEING CUT. A SHORT CIRCUIT IN THE FUNCTION OF THE TRUMA A/C.

Involved Components :

Component Name : ROMEX 120V CABLE

Component Description : CABLE WIRING FOR TRUMA A/C

Component Part Number : NPN

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

ON MAY 4/2023 DURING THE MANUFACTURING PROCESS IT WAS NOTICED THAT THE INSTALLER WAS INCORRECTLY STRIPPING THE OUTER SHEATHING (CABLE JACKET) OF THE ROMEX WIRING; CUTTING IT HORIZONTALLY ACROSS THE WIRES WHICH RESULTED IN THE INNER CONDUCTOR WIRE INSULATION ALSO BEING CUT. THE INSTALLED DID NOT UNDERSTAND THE IMPACT OF ACCIDENTLY COMPROMISING THE CONDUCTION INSULATION OF THE CABLE.

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 RETAILOWNER WILL BE REIMBURSED FOR COSTS INCURRED FOR REPAIR PRIOR TO THE RECALL NOTIFICATION.

Description of Remedy :

Description of Remedy Program : DEALERS WITH INVENTORY WILL BE PROVIDED WITH AN SOP (STANDARD OPERATING PROCEDURES) TO SHORTEN THE WIRING AT THE POINT OF THE CUT. DEALERS WILL SUBMIT A WARRANTY CLAIM FOR REIMBURSEMENT. RETAIL OWNERS WILL BE PROVIDED WITH AN SOP IN THE MAILING. THEY WILL BE ADVISED TO CONTACT THEIR SELLING DEALER OR AN RV SERVICE CENTER TO HAVE THE ISSUE CORRECTED. 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 WIRE, WHICH IS LOCATED IN THE JUNCTION BOX, WILL NOT HAVE A CUT.

Identify How/When Recall Condition was Corrected in Production : ON MAY 4/2023 THE INSTALLERS WERE REVIEWED ABOUT THE ASSEMBLY & WIRE UP PROCEDURE TO CONNECT THE TRUMA A/C TO THE METAL JUNCTION BOX LOCATED IN THE A/C SHROUD, ON THE CORRECT TECHNIQUE TO REMOVE THE OUTER SHEATH OF A ROMEX CABLE WITHOUT DAMAGING THE CONDUCTOR INSULATION.

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 12, 2023 - JUN 13, 2023

Planned Owner Notification Date : JUN 12, 2023 - JUN 13, 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