

Part 573 Safety Recall Report

23V-766

Manufacturer Name : Triple E Recreational Vehicles

Submission Date : NOV 20, 2023

NHTSA Recall No. : 23V-766

Manufacturer Recall No. : CA#10438-1



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 : 37

Estimated percentage with defect : 100 %

Vehicle Alterer Information :

Vehicle 1 : 2023-2024 WONDER W24RTB

Descriptive Information : CERTAIN WONDER MODELS HAVE THE TRUMA AIR CONDITIONER INSTALLED ON THE ROOF DURING THE SUB-ASSEMBLY PROCESS AND THE WIRING CONNECTIONS ARE COMPLETED ON THE PRODUCTION LINE, THEY DON'T HAVE DUCTED AIR CONDITIONER ROOF VENTS. THE OTHER MODEL IS INSTALLED AND WIRING CONNECTIONS COMPLETED ON THE PRODUCTION LINE, HAVING DUCTED AIR CONDITIONER ROOF VENTS.
UNITS AFFECTED 20

Production Dates : MAY 05, 2023 - OCT 18, 2023

Vehicle 2 : 2023-2024 WONDER W24RL

Descriptive Information : CERTAIN WONDER MODELS HAVE THE TRUMA AIR CONDITIONER INSTALLED ON THE ROOF DURING THE SUB-ASSEMBLY PROCESS AND THE WIRING CONNECTIONS ARE COMPLETED ON THE PRODUCTION LINE, THEY DON'T HAVE DUCTED AIR CONDITIONER ROOF VENTS. THE OTHER MODEL IS INSTALLED AND WIRING CONNECTIONS COMPLETED ON THE PRODUCTION LINE, HAVING DUCTED AIR CONDITIONER ROOF VENTS.
UNITS AFFECTED 12

Production Dates : MAY 05, 2023 - OCT 18, 2023

Vehicle 3 : 2023-2024 WONDER W24FTB

Descriptive Information : CERTAIN WONDER MODELS HAVE THE TRUMA AIR CONDITIONER INSTALLED ON THE ROOF DURING THE SUB-ASSEMBLY PROCESS AND THE WIRING CONNECTIONS ARE COMPLETED ON THE PRODUCTION LINE, THEY DON'T HAVE DUCTED AIR CONDITIONER ROOF VENTS. THE OTHER MODEL IS INSTALLED AND WIRING CONNECTIONS COMPLETED ON THE PRODUCTION LINE, HAVING DUCTED AIR CONDITIONER ROOF VENTS.
UNITS AFFECTED 5

Production Dates : MAY 05, 2023 - OCT 18, 2023

Description of Defect :

Description of the Defect : THE 120V WIRING ROUTED TO THE TRUMA AIR CONDITIONER THROUGH THE ALUMINUM ROOF FRAME MAY NOT HAVE A GROMMET TO PROTECT FROM THE RAW METAL EDGE.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : THE WIRE INSULATION MAY BECOME WORN FROM RUBBING ON THE METAL EDGE OF THE ALUMINUM TUBING, CAUSING AN ARCING HAZARD. THIS COULD CAUSE A SMALL SPARK, AND CAUSE A POSSIBLE FIRE AND BODILY INJURY.

Description of the Cause : DURING A CHANGE FROM MODEL YEAR THE ROOF DRAWINGS HAD THE WIRE CHANNELS ACCIDENTLY OMITTED. THE INSTALLER OF THE WIRING WAS NOT AWARE THAT A GROMMET HAD TO BE INSTALLED ON THE METAL EDGE OF THE ALUMINUM TUBING TO PROTECT THE WIRING.

Identification of Any Warning that can Occur : THERE COULD BE A POSSIBLE SMELL OF WIRE INSULATION BURNING OR THE TRUMA AIR CONDITIONER WILL NOT HAVE POWER.

Involved Components :

Component Name : NR

Component Description : NR

Component Part Number : NR

Supplier Identification :

Component Manufacturer

Name : NR
Address : NR
NR
Country : NR

Chronology :

ON OCTOBER 25/2023 AN INHOUSE AUDIT WAS CONDUCTED IT WAS NOTICED THAT THE TRUMA AIR CONDITIONER 120V WIRING WAS WIRED THROUGH THE ALUMINUM ROOF FRAME WITH NO PROTECTION FROM THE METAL EDGE. THE ROOF DRAWINGS DID NOT INCLUDE THE WIRING CHANNELS FOR THE INSTALLER TO FOLLOW CAUSING INCONSISTENCIES IN THE INSTALLATION PROCEDURE OF THE WIRING FOR THE AIR CONDITIONER. A MISCOMMUNICATION ON WHO WAS RESPONSIBLE FOR PLACING THE GROMMET DURING THE PROCESS. THE WIRING IS COMPLETED DURING THE PRODUCTION PROCESS AND NOT WHEN THE AIR CONDITIONER IS INSTALLED ON THE ROOF.

Description of Remedy :

Description of Remedy Program : DEALERS WITH INVENTORY WILL BE SENT A SOP (STANDARD OPERATING PROCEDURE) TO INSTALL A GROMMET WITH 2 SCREWS. DEALERS WILL SUBMIT A WARRANTY CLAIM FOR REIMBURSEMENT. RETAIL OWNERS WILL BE SENT THE SOP (STANDARD OPERATING PROCEDURE), GROMMET & 2 SCREWS TO HAVE INSTALLED BY AN RV SERVICE CENTER. THE RV SERVICE CENTER OR RETAIL OWNER WILL BE PAID DIRECTLY BY TRIPLE E RV. AN 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 ALUMINUM FRAMING LOCATED AT THE AIR CONDITIONER WILL HAVE A GROMMET INSTALLED ON THE METAL EDGE OF THE ACCESS HOLE WITH THE 120V WIRING RUNNING THROUGH IT. THE RECALLED UNITS WILL NOT HAVE A GROMMET INSTALLED.

Identify How/When Recall Condition was Corrected in Production : ON OCTOBER 25/2023 THE INSTALLERS WERE NOTIFIED TO CHECK ALL WONDER MODELS THAT HAVE THE TRUMA AIR CONDITIONER 120V WIRING INSTALLED DURING THE PRODUCTION PROCESS AND INSTALL THE GROMMET WITH 2 SCREWS AND HAVE THE WIRING ROUTED THROUGH IT . THE DRAWINGS WILL BE UPDATED SHOWING THE WIRING CHANNEL BY EARLY JANUARY /2024 & THE SOP WILL BE CREATED FOR THE INSTALLERS TO FOLLOW BY MID DECEMBER 2023 THERE WILL BE NO MISCOMMUNICATION ON WHO IS TO INSTALL THE GROMMET AND AT WHAT POINT IN THE PRODUCTION PROCESS.

Recall Schedule :

Description of Recall Schedule : NOTIFICATION TO THE DEALERS IS EXPECTED TO OCCUR ABOUT NOV.

21/2023. NOTIFICATION TO THE RETAIL OWNERS IS EXPECTED TO OCCUR ABOUT NOV. 21/2023

Planned Dealer Notification Date : NOV 21, 2023 - NOV 28, 2023

Planned Owner Notification Date : NOV 21, 2023 - NOV 28, 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