

Part 573 Safety Recall Report

24V-532

Manufacturer Name : Triple E Recreational Vehicles

Submission Date : JUL 16, 2024

NHTSA Recall No. : 24V-532

Manufacturer Recall No. : CA#10556-1



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 : 329

Estimated percentage with defect : 100 %

Vehicle Alterer Information :

Vehicle 1 : 2020-2024 WONDER W24RL

Descriptive Information : UNITS MANUFACTURED BETWEEN JAN 8/2020 AND OCT 2/2023, DURING A MERGE IN PRODUCTION LINES, THE FLOOR SUBSTRUCTURE TO CROSSMEMBER MAY HAVE BEEN INSUFFICIENTLY SECURED WITH #10 SCREWS AND NOT #14 X 1" TEK SCREWS. UNITS MANUFACTURED PRIOR & AFTER THESE DATES ARE NOT AFFECTED.
UNITS AFFECTED 185

Production Dates : JAN 08, 2020 - OCT 02, 2023

Vehicle 2 : 2020-2024 WONDER W24FTB

Descriptive Information : UNITS MANUFACTURED BETWEEN JAN 8/2020 AND OCT 2/2023, DURING A MERGE IN PRODUCTION LINES, THE FLOOR SUBSTRUCTURE TO CROSSMEMBER MAY HAVE BEEN INSUFFICIENTLY SECURED WITH #10 SCREWS AND NOT #14 X 1" TEK SCREWS. UNITS MANUFACTURED PRIOR & AFTER THESE DATES ARE NOT AFFECTED.
UNITS AFFECTED 80

Production Dates : JAN 08, 2020 - OCT 02, 2023

Vehicle 3 : 2023-2024 WONDER W24MBL

Descriptive Information : UNITS MANUFACTURED BETWEEN JAN 8/2020 AND OCT 2/2023, DURING A MERGE IN PRODUCTION LINES, THE FLOOR SUBSTRUCTURE TO CROSSMEMBER MAY HAVE BEEN INSUFFICIENTLY SECURED WITH #10 SCREWS AND NOT #14 X 1" TEK SCREWS. UNITS MANUFACTURED PRIOR & AFTER THESE DATES ARE NOT AFFECTED.
UNITS AFFECTED 21

Production Dates : JUN 24, 2020 - OCT 02, 2023

Vehicle 4 : 2020-2021 WONDER W24MB

Descriptive Information : UNITS MANUFACTURED BETWEEN JAN 8/2020 AND OCT 2/2023, DURING A MERGE IN PRODUCTION LINES, THE FLOOR SUBSTRUCTURE TO CROSSMEMBER MAY HAVE BEEN INSUFFICIENTLY SECURED WITH #10 SCREWS AND NOT #14 X 1" TEK SCREWS. UNITS MANUFACTURED PRIOR & AFTER THESE DATES ARE NOT AFFECTED.
UNITS AFFECTED 43

Production Dates : JAN 08, 2020 - OCT 02, 2023

Description of Defect :

Description of the Defect : THE FLOOR STRUCTURE TO THE CROSSMEMBER MAY HAVE INSUFFICIENT SECUREMENT.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : THE FLOOR SUBSTRUCTURE MAY BECOME LOOSE FROM THE CROSSMEMBER CAUSING THE GENERATOR SUPPORT STRUCTURE TO DEFLECT DOWNWARDS.

Description of the Cause : A CHANGE IN ASSEMBLY PROCESS DURING THIS PERIOD MAY HAVE CONTRIBUTED TO INSUFFICIENT FASTENERS BEING USED.

Identification of Any Warning that can Occur : DUE TO IMPROPER FASTENERS BEING USED FOR THE PERIOD OF TIME, THE JOINT BETWEEN THE REARMOST CROSSMEMBER AND THE FLOOR STRUCTURE ON THE PASSENGER SIDE MAY SEPARATE CAUSING THE GENERATOR SUPPORT STRUCTURE TO DEFLECT DOWNWARDS. THIS SEPARATION MAY PLACE STRESS ON THE OTHER ATTACHMENT POINTS OF THE REAR STRUCTURE EXTENSION AND COULD CAUSE DEGENERATIVE DAMAGE TO OTHER CONNECTIONS IF NOT CORRECTED.

Involved Components :

Component Name : FLOOR SUBSTRUCTURE

Component Description : METAL TUBING

Component Part Number : NPN

Component Name : CROSSMEMBER STRUCTURE

Component Description : METAL TUBING

Component Part Number : NPN

Component Name : TEK SCREWS

Component Description : #14 X 1"

Component Part Number : NPN

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

ON DEC 6/2019 TWO PRODUCTION LINES WERE MERGED INTO ONE, CHANGING THE ASSEMBLY PROCESS OF THE WONDER MODEL FLOOR TO HAVE CERTAIN COMPONENTS AND THE FLOOR CROSSMEMBERS FIRST ATTACHED TO THE CHASSIS, THEN SECURE THE CROSSMEMBERS TO THE FLOOR SUBSTRUCTURE. INSTALLING THE FLOOR TO THE FINISHED CHASSIS ASSEMBLY WITH ALL THE NECESSARY COMPONENTS ALREADY SECURED TO THE CHASSIS RESULTED IN SOME OF THE CROSSMEMBER SECUREMENT SPOTS TO BE DIFFICULT TO ACCESS. NEW INSTALLERS CHANGED THE CROSSMEMBER SECUREMENT TO THE COACH FLOOR FASTENERS AWAY FROM THE INTENDED #14 X 1" TEK SCREWS TO A #10 ROBERSTON SELF-TAPPING THAT WERE EASIER TO KEEP ON THE BIT AND THREAD PAST THE VARIOUS COMPONENTS TO SECURE TO THE FLOOR AND TO STANDARDIZE TO THE SAME SCREWS USED TO FASTEN THE OTHER COMPONENTS.

Description of Remedy :

Description of Remedy Program : DEALERS WITH INVENTORY WILL BE SENT THE FIELD REPAIR KIT UPON REQUEST (4 BRACKETS, 8 CARRIAGE BOLTS/NUTS/FLAT WASHERS & 10 TEK SCREWS) AND AN SOP (STANDARD OPERATING PROCEDURE) TO INSTALL THE KIT AS INDICATED. DEALERS WILL SUBMIT A WARRANTY CLAIM FOR REIMBURSEMENT. RETAIL OWNERS WILL BE INSTRUCTED TO CONTACT THEIR SELLING DEALER TO HAVE THE REPAIR KIT INSTALLED OR CONTACT TRIPLE E RV TO ORDER THE REPAIR KIT. 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. THE KIT WILL BE SENT AT NO CHARGE TO THE DEALER, RV SERVICE CENTER OR RETAIL OWNER.

How Remedy Component Differs from Recalled Component : INSTALL ANY MISSING OR UNDERSIZED FASTENERS IN THE IDENTIFIED FLOOR TO CROSSMEMEBER LOCATIONS WITH TEK SCREWS AND INSTALL 4 FLOOR TO REAR WALL REINFORCMENT BRACKETS WITH 2 CARRIAGE BOLTS IN EACH BRACKET.

Identify How/When Recall Condition was Corrected in Production : DURING A LINE INSPECTION SEPT. 18/2023 IT WAS IDENTIFIED THE INCORRECT SCREWS WERE BEING USED AND DIRECTED THE SECUREMENT BACK TO USING TEK SCREWS AS ORIGINALLY INTENDED.

Recall Schedule :

Description of Recall Schedule : NOTIFICATION TO THE DEALERS IS EXPECTED TO OCCUR LATE JULY OR EARLY AUGUST/2024.
NOTIFICATION TO RETAIL OWNERS IS EXPECTED TO OCCUR LATE JULY OR EARLY AUGUST/2024.

Planned Dealer Notification Date : AUG 07, 2024 - AUG 09, 2024

Planned Owner Notification Date : AUG 07, 2024 - AUG 09, 2024

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