



April 22, 2021

Campaign Update CA#9925

«Dealer»

Triple E Recreational Vehicles
A Division of Triple E Canada Ltd.

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F: 204 325 5241

301 Roblin Blvd.
P.O. Box 1230
Winkler, Manitoba CA
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U.S. Mailing:
P.O. Box 68
Walhalla, ND 58282

LEISUREVANS.COM
TRIPLEERV.COM

«ProductLine», VIN #«Vin»
Coach Serial #«UNIT_CoachID»

Subject: Sound Bar Installation
Affects certain 2020 & 2021 Unity U24RL Motorhomes

The sound bar may become loose and fall off the wall during travel movement or if pressure is applied from the top. A piece of plywood & 2 - #8 screws will be installed to secure the sound bar to the wall.

Correction:

To correct this situation follow the instructions in the SOP included in this mailing. Please claim the labour to perform the campaign update on a warranty claim.

Labour to perform this Campaign Update: 0.2 hrs

Thank you for your anticipated support in correcting this concern.

Sincerely,

Brad Wall
Customer Service / Warranty Manager

BW/wcw

Enclosures

Repair Kit (1 pc – plywood backing, 2 - #8 pan head screws)
SOP04787



LEISURE
TRAVEL VANS

April 22, 2021

Campaign Update CA#9925



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«Owner_Name»
«Address1»
«Address2»
«Address3», «Prov» «Postal_Code»

«Unit», VIN #«VIN»
Coach Serial #«UNIT_CoachID»

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The sound bar may become loose and fall off the wall during travel movement or if pressure is applied from the top. A piece of plywood & 2 - #8 screws will be installed to secure the sound bar to the wall.

Correction:

To correct this situation follow the instructions in the SOP included in this mailing. When completed or if you have any questions contact Leisure Travel Vans at recalls@tripleerv.com.

Thank you for your anticipated support in correcting this concern. We sincerely apologize for creating this inconvenience.

Sincerely,

Brad Wall
Customer Service / Warranty Manager

BW/wcw

Enclosures

Repair Kit (1 pc – plywood backing, 2 - #8 pan head screws)
SOP04787



TRIPLE E
RECREATIONAL VEHICLES

SOP04787

Post production U24RL Sound Bar Mounting Repair (QAAR 9925)

Department: 32 Warranty
People Required: 1

Time to Complete: 10 Min
Date Created: 04/13/2021

Date Revised: Rev #:
Created by Initial: JR2131 Verified: CH/GK

Page 1 of 1

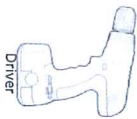
Repair Kit

(2ea)

#8-15x1" Robertson Drive Pan
Head Screw (141-0111).

Plywood Backing

Tools needed



1



Unhook the rear lounge sound bar by sliding it up and then towards yourself.

Disconnect the power cord and optical wire

2



Remove the screws (#8 Robertson) of the left and right plastic hanging brackets from the wall with a #2 Robertson (Square) bit.

3



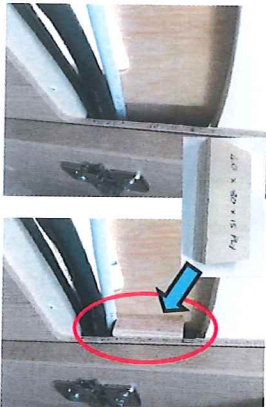
Remove the #6 Robertson (Square) drive screws for the access panel on the left-hand washroom wall with a #1 Robertson (square) driver bit.

4



Remove panel to expose the back of TV and the wire channel.

5



- Insert the Plywood block into the right-hand side of the channel lined up with the screw hole.
- Push the cables to the bottom of the channel.

6



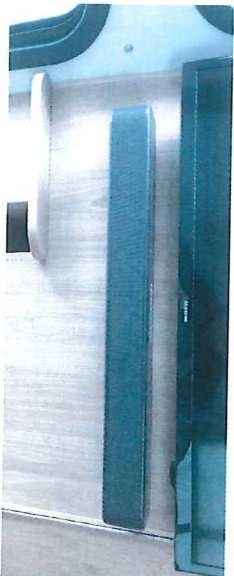
Reinstall each plastic hanging bracket with one of the provided #8-15x1" Robertson Drive Pan Head Screw (141-0111) in the original holes.

7



Reconnect the power cord and optical cables and re-hang the soundbar. Make sure the wires are all still in the wire channel and reinstall the access panel in the washroom.

8



Mounting repair complete.

9