

Part 573 Safety Recall Report

21V-320

Manufacturer Name : Triple E Recreational Vehicles

Submission Date : MAY 05, 2021

NHTSA Recall No. : 21V-320

Manufacturer Recall No. : CA#9927-1



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 : 1,006

Estimated percentage with defect : 100 %

Vehicle Alterer Information :

Vehicle 1 : 2020-2021 UNITY U24FX

Descriptive Information : ON LP & GASOLINE GENERATORS, THE AGS (AUTO GENERATOR START) REMOTE HARNESS MAYBE A LITTLE TOO LONG AND WAS INSTALLED STARTING FOR THE 2020 MODEL YEAR. THE EMPLOYEE INSTALLING THE AGS WIRING HARNESS WAS NOT MADE AWARE THAT THE WIRE HARNESS NEEDED TO BE NYLON TIED TO PREVENT THE WIRE HARNESS FROM POSSIBLY BEING DRAWN INTO THE GENERATOR FAN. THE RECALLED UNITS WOULD HAVE TWO NYLON TIES TO BUNDLE THE EXCESS WIRE IN THE GENERATOR HOUSING NOT ALLOWING THE HARNESS TO BECOME DRAWN INTO THE GENERATOR FAN.

UNITS AFFECTED - 68

Production Dates : JUL 15, 2019 - APR 14, 2021

Vehicle 2 : 2020-2021 UNITY U24RL

Descriptive Information : ON LP & GASOLINE GENERATORS, THE AGS (AUTO GENERATOR START) REMOTE HARNESS MAYBE A LITTLE TOO LONG AND WAS INSTALLED STARTING FOR THE 2020 MODEL YEAR. THE EMPLOYEE INSTALLING THE AGS WIRING HARNESS WAS NOT MADE AWARE THAT THE WIRE HARNESS NEEDED TO BE NYLON TIED TO PREVENT THE WIRE HARNESS FROM POSSIBLY BEING DRAWN INTO THE GENERATOR FAN. THE RECALLED UNITS WOULD HAVE TWO NYLON TIES TO BUNDLE THE EXCESS WIRE IN THE GENERATOR HOUSING NOT ALLOWING THE HARNESS TO BECOME DRAWN INTO THE GENERATOR FAN.

UNITS AFFECTED - 159

Production Dates : JUL 19, 2019 - APR 14, 2021

Vehicle 3 : 2020-2021 UNITY U24MB

Descriptive Information : ON LP & GASOLINE GENERATORS, THE AGS (AUTO GENERATOR START) REMOTE HARNESS MAYBE A LITTLE TOO LONG AND WAS INSTALLED STARTING FOR THE 2020 MODEL YEAR. THE EMPLOYEE INSTALLING THE AGS WIRING HARNESS WAS NOT MADE AWARE THAT THE WIRE HARNESS NEEDED TO BE NYLON TIED TO PREVENT THE WIRE HARNESS FROM POSSIBLY BEING DRAWN INTO THE GENERATOR FAN. THE RECALLED UNITS WOULD HAVE TWO NYLON TIES TO BUNDLE THE EXCESS WIRE IN THE GENERATOR HOUSING NOT ALLOWING THE HARNESS TO BECOME DRAWN INTO THE GENERATOR FAN.
UNITS AFFECTED - 216

Production Dates : JUL 19, 2019 - APR 14, 2021

Vehicle 4 : 2020-2021 UNITY U24CB

Descriptive Information : ON LP & GASOLINE GENERATORS, THE AGS (AUTO GENERATOR START) REMOTE HARNESS MAYBE A LITTLE TOO LONG AND WAS INSTALLED STARTING FOR THE 2020 MODEL YEAR. THE EMPLOYEE INSTALLING THE AGS WIRING HARNESS WAS NOT MADE AWARE THAT THE WIRE HARNESS NEEDED TO BE NYLON TIED TO PREVENT THE WIRE HARNESS FROM POSSIBLY BEING DRAWN INTO THE GENERATOR FAN. THE RECALLED UNITS WOULD HAVE TWO NYLON TIES TO BUNDLE THE EXCESS WIRE IN THE GENERATOR HOUSING NOT ALLOWING THE HARNESS TO BECOME DRAWN INTO THE GENERATOR FAN.
UNITS AFFECTED - 41

Production Dates : JUL 19, 2019 - APR 14, 2021

Vehicle 5 : 2020-2021 UNITY U24TB

Descriptive Information : ON LP & GASOLINE GENERATORS, THE AGS (AUTO GENERATOR START) REMOTE HARNESS MAYBE A LITTLE TOO LONG AND WAS INSTALLED STARTING FOR THE 2020 MODEL YEAR. THE EMPLOYEE INSTALLING THE AGS WIRING HARNESS WAS NOT MADE AWARE THAT THE WIRE HARNESS NEEDED TO BE NYLON TIED TO PREVENT THE WIRE HARNESS FROM POSSIBLY BEING DRAWN INTO THE GENERATOR FAN. THE RECALLED UNITS WOULD HAVE TWO NYLON TIES TO BUNDLE THE EXCESS WIRE IN THE GENERATOR HOUSING NOT ALLOWING THE HARNESS TO BECOME DRAWN INTO THE GENERATOR FAN.
UNITS AFFECTED - 170

Production Dates : JUL 19, 2019 - APR 14, 2021

Vehicle 6 : 2020-2021 UNITY U24IB

Descriptive Information : ON LP & GASOLINE GENERATORS, THE AGS (AUTO GENERATOR START) REMOTE HARNESS MAYBE A LITTLE TOO LONG AND WAS INSTALLED STARTING FOR THE 2020 MODEL YEAR. THE EMPLOYEE INSTALLING THE AGS WIRING HARNESS WAS NOT MADE AWARE THAT THE WIRE HARNESS NEEDED TO BE NYLON TIED TO PREVENT THE WIRE HARNESS FROM POSSIBLY BEING DRAWN INTO THE GENERATOR FAN. THE RECALLED UNITS WOULD HAVE TWO NYLON TIES TO BUNDLE THE EXCESS WIRE IN THE GENERATOR HOUSING NOT ALLOWING THE HARNESS TO BECOME DRAWN INTO THE GENERATOR FAN.
UNITS AFFECTED - 46

Production Dates : JUL 19, 2019 - APR 14, 2021

Vehicle 7 : 2020-2021 WONDER W24MB

Descriptive Information : ON LP & GASOLINE GENERATORS, THE AGS (AUTO GENERATOR START) REMOTE HARNESS MAYBE A LITTLE TOO LONG AND WAS INSTALLED STARTING FOR THE 2020 MODEL YEAR. THE EMPLOYEE INSTALLING THE AGS WIRING HARNESS WAS NOT MADE AWARE THAT THE WIRE HARNESS NEEDED TO BE NYLON TIED TO PREVENT THE WIRE HARNESS FROM POSSIBLY BEING DRAWN INTO THE GENERATOR FAN. THE RECALLED UNITS WOULD HAVE TWO NYLON TIES TO BUNDLE THE EXCESS WIRE IN THE GENERATOR HOUSING NOT ALLOWING THE HARNESS TO BECOME DRAWN INTO THE GENERATOR FAN.
UNITS AFFECTED - 40

Production Dates : JUN 06, 2019 - APR 14, 2021

Vehicle 8 : 2020-2021 WONDER W24FTB

Descriptive Information : ON LP & GASOLINE GENERATORS, THE AGS (AUTO GENERATOR START) REMOTE HARNESS MAYBE A LITTLE TOO LONG AND WAS INSTALLED STARTING FOR THE 2020 MODEL YEAR. THE EMPLOYEE INSTALLING THE AGS WIRING HARNESS WAS NOT MADE AWARE THAT THE WIRE HARNESS NEEDED TO BE NYLON TIED TO PREVENT THE WIRE HARNESS FROM POSSIBLY BEING DRAWN INTO THE GENERATOR FAN. THE RECALLED UNITS WOULD HAVE TWO NYLON TIES TO BUNDLE THE EXCESS WIRE IN THE GENERATOR HOUSING NOT ALLOWING THE HARNESS TO BECOME DRAWN INTO THE GENERATOR FAN.
UNITS AFFECTED - 56

Production Dates : JUN 06, 2019 - APR 14, 2021

Vehicle 9 : 2020-2021 WONDER W24RL

Descriptive Information : ON LP & GASOLINE GENERATORS, THE AGS (AUTO GENERATOR START) REMOTE HARNESS MAYBE A LITTLE TOO LONG AND WAS INSTALLED STARTING FOR THE 2020 MODEL YEAR. THE EMPLOYEE INSTALLING THE AGS WIRING HARNESS WAS NOT MADE AWARE THAT THE WIRE HARNESS NEEDED TO BE NYLON TIED TO PREVENT THE WIRE HARNESS FROM POSSIBLY BEING DRAWN INTO THE GENERATOR FAN. THE RECALLED UNITS WOULD HAVE TWO NYLON TIES TO BUNDLE THE EXCESS WIRE IN THE GENERATOR HOUSING NOT ALLOWING THE HARNESS TO BECOME DRAWN INTO THE GENERATOR FAN.
UNITS AFFECTED - 73

Production Dates : AUG 26, 2020 - APR 14, 2021

Vehicle 10 : 2020-2021 WONDER W24RTB

Descriptive Information : ON LP & GASOLINE GENERATORS, THE AGS (AUTO GENERATOR START) REMOTE HARNESS MAYBE A LITTLE TOO LONG AND WAS INSTALLED STARTING FOR THE 2020 MODEL YEAR. THE EMPLOYEE INSTALLING THE AGS WIRING HARNESS WAS NOT MADE AWARE THAT THE WIRE HARNESS NEEDED TO BE NYLON TIED TO PREVENT THE WIRE HARNESS FROM POSSIBLY BEING DRAWN INTO THE GENERATOR FAN. THE RECALLED UNITS WOULD HAVE TWO NYLON TIES TO BUNDLE THE EXCESS WIRE IN THE GENERATOR HOUSING NOT ALLOWING THE HARNESS TO BECOME DRAWN INTO THE GENERATOR FAN.
UNITS AFFECTED - 100

Production Dates : JUL 16, 2019 - APR 14, 2021

Vehicle 11 : 2020-2020 SERENITY S24CB

Descriptive Information : ON LP & GASOLINE GENERATORS, THE AGS (AUTO GENERATOR START) REMOTE HARNESS MAYBE A LITTLE TOO LONG AND WAS INSTALLED STARTING FOR THE 2020 MODEL YEAR. THE EMPLOYEE INSTALLING THE AGS WIRING HARNESS WAS NOT MADE AWARE THAT THE WIRE HARNESS NEEDED TO BE NYLON TIED TO PREVENT THE WIRE HARNESS FROM POSSIBLY BEING DRAWN INTO THE GENERATOR FAN. THE RECALLED UNITS WOULD HAVE TWO NYLON TIES TO BUNDLE THE EXCESS WIRE IN THE GENERATOR HOUSING NOT ALLOWING THE HARNESS TO BECOME DRAWN INTO THE GENERATOR FAN.
UNITS AFFECTED - 39

Production Dates : JUN 03, 2019 - JAN 17, 2020

Description of Noncompliance :

Description of the Noncompliance : THE LP & GASOLINE GENERATOR AGS REMOTE CONTROL WIRE HARNESS MAY BECOME DAMAGED WHEN THE GENERATOR FAN IS RUNNING. THE WIRE HARNESS MAY BE DRAWN INTO THE FAN WHEN THE GENERATOR IS RUNNING POSSIBLY CAUSING THE GENERATOR TO CONTINUE RUNNING WHEN TURNED OFF OR WILL NOT START OR RUN.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : IN THE EVENT THE AGS WIRE HARNESS IS DAMAGED FROM THE GENERATOR FAN, THERE IS NO POSSIBILITY OF SAFETY RISK.

Description of the Cause : THE AGS WIRE HARNESS MAY BE TOO LONG AND COME IN CONTACT WITH THE GENERATOR FAN.

Identification of Any Warning that can Occur : THE GENERATOR MAY POSSIBLY NOT STOP RUNNING WHEN TURNED OFF FROM THE REMOTE SWITCH INSIDE OF THE MOTORHOME OR THE GENERATOR WILL NOT START OR RUN WHEN REQUIRED. THE AGS WIRING HARNESS MAY BE DAMAGED FROM THE GENERATOR FAN.

Involved Components :

Component Name : AGS WIRE HARNESS

Component Description : Auto Generator Start wire harness

Component Part Number : NO PART #

Supplier Identification :**Component Manufacturer**

Name : NR

Address : NR

NR

Country : NR

Chronology :

ON APRIL 14 2021, A RETAIL OWNER CONTACTED THE CUSTOMER SERVICE AND WARRANTY, INDICATING THAT THEIR GENERATOR WOULD NOT START FROM THE CONTROL PANEL. UPON FURTHER INVESTIGATION IT WAS FOUND THAT THE AGS WIRE HARNESS IN THE GENERATOR HOUSING HAD BEEN DAMAGED BY THE GENERATOR FAN. THE WIRES HAD BEEN SEVERED CAUSING THE GENERATOR NOT TO

START. THE EMPLOYEE INSTALLING THE AGS WIRE HARNESS WAS NOT MADE AWARE THAT THE WIRE HARNESS WAS TOO LONG AND SHOULD BE BUNDLED TOGETHER WITH TWO NYLON TIES.

Description of Remedy :

Description of Remedy Program : DEALERS WITH INVENTORY WILL BE SENT AN SOP (STANDARD OPERATING PROCEDURE) WITH TWO NYLON TIES TO BUNDLE THE WIRE HARNESS. RETAIL OWNERS WILL BE PROVIDED THE SOP AND TWO NYLON TIES. THEY WILL BE ADVISED TO CONTACT THEIR SELLING DEALER OR AN RV SERVICE CENTER TO HAVE THE NYLON TIES BUNDLED. THE RETAIL OWNER WILL BE REIMBURSED OR THE SERVICE CENTER WILL BE PAID DIRECTLY BY TRIPLE E RV. A RETAIL OWNER OR SERVICING CENTER WILL BE REIMBURSED FOR COSTS INCURRED FOR REPAIR PRIOR TO THE RECALL NOTIFICATION.

How Remedy Component Differs from Recalled Component : THERE WILL BE TWO NYLON TIES BUNDLING THE AGS WIRE HARNESS IN THE GENERATOR HOUSING.

Identify How/When Recall Condition was Corrected in Production : ON APRIL 15 2021, AN IN-HOUSE CAMPAIGN AND AN SOP WAS CREATED TO START TO BUNDLE THE AGS WIRE HARNESS WITH TWO NYLON TIES TOGETHER WITH THE 12V POWER CABLE INSIDE OF THE GENERATOR HOUSING. THE EMPLOYEE INSTALLING THE WIRING HARNESS WAS GIVEN THE SOP TO FOLLOW FOR FUTURE INSTALLATIONS.

Recall Schedule :

Description of Recall Schedule : NOTIFICATION TO THE DEALERS IS EXPECTED TO OCCUR EARLY MAY/2021. MAILING OF RETAIL OWNERS NOTIFICATION IS EXPECTED TO OCCUR EARLY MAY/2021.

Planned Dealer Notification Date : MAY 10, 2021 - MAY 21, 2021

Planned Owner Notification Date : MAY 10, 2021 - MAY 21, 2021

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