

Part 573 Safety Recall Report

21V-400

Manufacturer Name : Triple E Recreational Vehicles

Submission Date : JUN 30, 2021

NHTSA Recall No. : 21V-400

Manufacturer Recall No. : CA#9932-1



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 : 1,173

Estimated percentage with defect : 100 %

Vehicle Alterer Information :

Vehicle 1 : 2020-2021 SERENITY S24CB

Descriptive Information : THE FRIDGE EXHAUST, AT THE REAR OF THE FRIDGE, IS DISCOLORING OR CHARRING THE WOOD FRAME. THE METAL DEFLECTOR ON THE WOOD FRAME IS POSITIONED TOO LOW ON THE WOOD FRAME AND NOT PROTECTING IT FROM THE HEAT GENERATED WHEN THE FRIDGE IS IN OPERATION. WHEN THE FRIDGE IS OPERATING. THE HEAT DEFLECTOR WILL BE POSITIONED IN THE CORRECT AREA TO PROTECT THE WOOD FRAME FROM HEAT OF THE FRIDGE EXHAUST.

UNITS AFFECTED - 42

Production Dates : FEB 18, 2019 - APR 12, 2021

Vehicle 2 : 2020-2021 UNITY U24MB

Descriptive Information : THE FRIDGE EXHAUST, AT THE REAR OF THE FRIDGE, IS DISCOLORING OR CHARRING THE WOOD FRAME. THE METAL DEFLECTOR ON THE WOOD FRAME IS POSITIONED TOO LOW ON THE WOOD FRAME AND NOT PROTECTING IT FROM THE HEAT GENERATED WHEN THE FRIDGE IS IN OPERATION. WHEN THE FRIDGE IS OPERATING. THE HEAT DEFLECTOR WILL BE POSITIONED IN THE CORRECT AREA TO PROTECT THE WOOD FRAME FROM HEAT OF THE FRIDGE EXHAUST.

UNITS AFFECTED - 268

Production Dates : FEB 18, 2019 - APR 12, 2021

Vehicle 3 : 2020-2021 UNITY U24CB

Descriptive Information : THE FRIDGE EXHAUST, AT THE REAR OF THE FRIDGE, IS DISCOLORING OR CHARRING THE WOOD FRAME. THE METAL DEFLECTOR ON THE WOOD FRAME IS POSITIONED TOO LOW ON THE WOOD FRAME AND NOT PROTECTING IT FROM THE HEAT GENERATED WHEN THE FRIDGE IS IN OPERATION. WHEN THE FRIDGE IS OPERATING. THE HEAT DEFLECTOR WILL BE POSITIONED IN THE CORRECT AREA TO PROTECT THE WOOD FRAME FROM HEAT OF THE FRIDGE EXHAUST.

UNITS AFFECTED - 60

Production Dates : FEB 18, 2019 - APR 12, 2021

Vehicle 4 : 2020-2021 UNITY U24IB

Descriptive Information : THE FRIDGE EXHAUST, AT THE REAR OF THE FRIDGE, IS DISCOLORING OR CHARRING THE WOOD FRAME. THE METAL DEFLECTOR ON THE WOOD FRAME IS POSITIONED TOO LOW ON THE WOOD FRAME AND NOT PROTECTING IT FROM THE HEAT GENERATED WHEN THE FRIDGE IS IN OPERATION. WHEN THE FRIDGE IS OPERATING. THE HEAT DEFLECTOR WILL BE POSITIONED IN THE CORRECT AREA TO PROTECT THE WOOD FRAME FROM HEAT OF THE FRIDGE EXHAUST.

UNITS AFFECTED - 61

Production Dates : FEB 18, 2019 - APR 12, 2021

Vehicle 5 : 2020-2021 UNITY U24FX

Descriptive Information : THE FRIDGE EXHAUST, AT THE REAR OF THE FRIDGE, IS DISCOLORING OR CHARRING THE WOOD FRAME. THE METAL DEFLECTOR ON THE WOOD FRAME IS POSITIONED TOO LOW ON THE WOOD FRAME AND NOT PROTECTING IT FROM THE HEAT GENERATED WHEN THE FRIDGE IS IN OPERATION. WHEN THE FRIDGE IS OPERATING. THE HEAT DEFLECTOR WILL BE POSITIONED IN THE CORRECT AREA TO PROTECT THE WOOD FRAME FROM HEAT OF THE FRIDGE EXHAUST.

UNITS AFFECTED - 92

Production Dates : FEB 18, 2019 - APR 12, 2021

Vehicle 6 : 2021-2021 WONDER W24RL

Descriptive Information : THE FRIDGE EXHAUST, AT THE REAR OF THE FRIDGE, IS DISCOLORING OR CHARRING THE WOOD FRAME. THE METAL DEFLECTOR ON THE WOOD FRAME IS POSITIONED TOO LOW ON THE WOOD FRAME AND NOT PROTECTING IT FROM THE HEAT GENERATED WHEN THE FRIDGE IS IN OPERATION. WHEN THE FRIDGE IS OPERATING. THE HEAT DEFLECTOR WILL BE POSITIONED IN THE CORRECT AREA TO PROTECT THE WOOD FRAME FROM HEAT OF THE FRIDGE EXHAUST.

UNITS AFFECTED - 75

Production Dates : AUG 06, 2020 - APR 12, 2021

Vehicle 7 : 2020-2021 UNITY U24TB

Descriptive Information : THE FRIDGE EXHAUST, AT THE REAR OF THE FRIDGE, IS DISCOLORING OR CHARRING THE WOOD FRAME. THE METAL DEFLECTOR ON THE WOOD FRAME IS POSITIONED TOO LOW ON THE WOOD FRAME AND NOT PROTECTING IT FROM THE HEAT GENERATED WHEN THE FRIDGE IS IN OPERATION. WHEN THE FRIDGE IS OPERATING. THE HEAT DEFLECTOR WILL BE POSITIONED IN THE CORRECT AREA TO PROTECT THE WOOD FRAME FROM HEAT OF THE FRIDGE EXHAUST.

UNITS AFFECTED - 212

Production Dates : FEB 18, 2019 - APR 12, 2021

Vehicle 8 : 2020-2021 WONDER W24MB

Descriptive Information : THE FRIDGE EXHAUST, AT THE REAR OF THE FRIDGE, IS DISCOLORING OR CHARRING THE WOOD FRAME. THE METAL DEFLECTOR ON THE WOOD FRAME IS POSITIONED TOO LOW ON THE WOOD FRAME AND NOT PROTECTING IT FROM THE HEAT GENERATED WHEN THE FRIDGE IS IN OPERATION. WHEN THE FRIDGE IS OPERATING. THE HEAT DEFLECTOR WILL BE POSITIONED IN THE CORRECT AREA TO PROTECT THE WOOD FRAME FROM HEAT OF THE FRIDGE EXHAUST.

UNITS AFFECTED - 38

Production Dates : JUN 06, 2019 - APR 12, 2021

Vehicle 9 : 2020-2021 WONDER W24FTB

Descriptive Information : THE FRIDGE EXHAUST, AT THE REAR OF THE FRIDGE, IS DISCOLORING OR CHARRING THE WOOD FRAME. THE METAL DEFLECTOR ON THE WOOD FRAME IS POSITIONED TOO LOW ON THE WOOD FRAME AND NOT PROTECTING IT FROM THE HEAT GENERATED WHEN THE FRIDGE IS IN OPERATION. WHEN THE FRIDGE IS OPERATING. THE HEAT DEFLECTOR WILL BE POSITIONED IN THE CORRECT AREA TO PROTECT THE WOOD FRAME FROM HEAT OF THE FRIDGE EXHAUST.

UNITS AFFECTED - 54

Production Dates : JUN 06, 2019 - APR 12, 2021

Vehicle 10 : 2020-2021 WONDER W24RTB

Descriptive Information : THE FRIDGE EXHAUST, AT THE REAR OF THE FRIDGE, IS DISCOLORING OR CHARRING THE WOOD FRAME. THE METAL DEFLECTOR ON THE WOOD FRAME IS POSITIONED TOO LOW ON THE WOOD FRAME AND NOT PROTECTING IT FROM THE HEAT GENERATED WHEN THE FRIDGE IS IN OPERATION. WHEN THE FRIDGE IS OPERATING. THE HEAT DEFLECTOR WILL BE POSITIONED IN THE CORRECT AREA TO PROTECT THE WOOD FRAME FROM HEAT OF THE FRIDGE EXHAUST.

UNITS AFFECTED - 108

Production Dates : JUN 06, 2019 - APR 12, 2021

Vehicle 11 : 2020-2021 UNITY U24RL

Descriptive Information : THE FRIDGE EXHAUST, AT THE REAR OF THE FRIDGE, IS DISCOLORING OR CHARRING THE WOOD FRAME. THE METAL DEFLECTOR ON THE WOOD FRAME IS POSITIONED TOO LOW ON THE WOOD FRAME AND NOT PROTECTING IT FROM THE HEAT GENERATED WHEN THE FRIDGE IS IN OPERATION. WHEN THE FRIDGE IS OPERATING. THE HEAT DEFLECTOR WILL BE POSITIONED IN THE CORRECT AREA TO PROTECT THE WOOD FRAME FROM HEAT OF THE FRIDGE EXHAUST.

UNITS AFFECTED - 163

Production Dates : FEB 18, 2019 - APR 12, 2021

Description of Defect :

Description of the Defect : THE FRIDGE EXHAUST IS DISCOLORING OR CHARRING THE WOOD FRAME AT THE REAR OF THE FRIDGE DUE TO EXHAUST WHEN THE FRIDGE IS OPERATING.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : IN THE EVENT THE FRIDGE WOULD EXHAUST FOR TOO LONG, THERE WOULD BE A POSSIBILITY THE WOOD FRAME COULD IGNITE AND CAUSE A FIRE AND BODILY INJURY.

Description of the Cause : THE HEAT DEFLECTOR WAS POSITIONED 42MM TOO LOW ON THE WOOD FRAME. THE SOP (STANDARD OPERATING PROCEDURE) HAD THE INCORRECT MOUNTING LOCATION DEPICTED AND THE DRAWING HAD NO DIMENSIONS MARKED FOR THE POSITION OF THE DEFLECTOR DURING THE MANUFACTURING PROCESS.

Identification of Any Warning that can Occur : THE WOOD FRAME WOULD SHOWS SIGNS OF DISCOLORATION OR CHARRING.

Involved Components :

Component Name : METAL HEAT DEFLECTOR

Component Description : METAL HEAT DEFLECTOR

Component Part Number : NO PART #

Supplier Identification :

Component Manufacturer

Name : NR
Address : NR
NR
Country : NR

Chronology :

ON APRIL 24/2021, A RETAIL OWNER CONTACTED THE CUSTOMER SERVICE AND WARRANTY INDICATING THAT THEY NOTICED THE FRAME HAD A LOT OF DISCOLORATION OR CHARRING. IT WAS NOTICED AT THAT TIME THE METAL DEFLECTOR WAS INSTALLED AT AN INCORRECT POSITION ON THE WOOD FRAME. THE METAL DEFLECTOR WAS INSTALLED 42MM TOO LOW TO PROTECT THE FRAME. NO ADDITIONAL WARRANTY CLAIMS OR OTHER FIELD OR SERVICE REPORTS HAVE BEEN REPORTED AT THIS TIME.

Description of Remedy :

Description of Remedy Program :	DEALERS WITH INVENTORY WILL BE SENT AN SOP (STANDARD OPERATING PROCEDURE) AND A REPAIR KIT. THE KIT INCLUDES A METAL DEFLECTOR EXTENSION & A #8 X 3/4" SCREW. RETAIL OWNERS WILL BE PROVIDED THE SOP AND THE REPAIR KIT. THEY WILL BE ADVISED TO CONTACT THEIR SELLING DEALER OR AN RV SERVICE CENTER TO HAVE THE REPAIR KIT INSTALLED. 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 :	THE METAL DEFLECTOR WILL BE EXTENDED ON THE WOOD FRAME PAST THE HEAT EXHAUST OF THE FRIDGE.
Identify How/When Recall Condition was Corrected in Production :	AN IN-HOUSE AUDIT WAS PERFORMED ON MAY 4/2021 AND CHANGES TO THE SOP & DRAWINGS SHOWING THE EXACT POSITION OF THE METAL DEFLECTOR ON THE WOOD FRAME. FOR THE MODEL YEAR 2021 THE CABINET ASSEMBLY DRAWINGS HAD NO DIMENSIONS LISTED FOR THE HEAT DEFLECTOR.

Recall Schedule :

Description of Recall Schedule :	NOTIFICATION TO THE DEALERS IS EXPECTED TO OCCUR EARLY JUNE/2021. NOTIFICATION TO THE RETAIL OWNERS IS EXPECTED TO OCCUR EARLY JULY/2021.
Planned Dealer Notification Date :	JUL 06, 2021 - JUL 14, 2021
Planned Owner Notification Date :	JUL 06, 2021 - JUL 14, 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