

Part 573 Safety Recall Report

23V-328

Manufacturer Name : Triple E Recreational Vehicles

Submission Date : MAY 12, 2023

NHTSA Recall No. : 23V-328

Manufacturer Recall No. : CA#10311-1



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 : 23

Estimated percentage with defect : 100 %

Vehicle Alterer Information :

Vehicle 1 : 2023-2023 UNITY U24MB

Descriptive Information : DURING AN IN-HOUSE DI-ELECTRIC TEST A SHORT IN THE CIRCUIT HAPPENED ON THE EXTERIOR GFCI RECEPTACLE. UPON FURTHER INVESTIGATION IT WAS FOUND THE INSTALLER OF THE RECEPTACLE HAD REMOVED TOO MUCH OF THE INSULATED COVER EXPOSING TOO MUCH COPPER WIRE FOR THE RECEPTACLE. UNITS MANUFACTURED PRIOR TO FEB 27/2023 WILL HAVE NO ISSUES, UNITS MANUFACTURED BETWEEN FEB 27/2023 & APRIL 17/2023 WILL BE AFFECTED.
UNITS AFFECTED - 7

Production Dates : FEB 27, 2023 - APR 17, 2023

Vehicle 2 : 2023-2023 UNITY U24CB

Descriptive Information : DURING AN IN-HOUSE DI-ELECTRIC TEST A SHORT IN THE CIRCUIT HAPPENED ON THE EXTERIOR RECEPTACLE PLUG. UPON FURTHER INVESTIGATION IT WAS FOUND THE INSTALLER OF THE EXTERIOR RECEPTACLE HAD REMOVED TOO MUCH OF THE INSULATED COVER EXPOSING TOO MUCH COPPER WIRE FOR THE RECEPTACLE. UNITS MANUFACTURED PRIOR TO FEB 27/2023 WILL HAVE NO CONCERNS, UNITS MANUFACTURED BETWEEN FEB 27/2023 & APRIL 17/2023 WILL BE AFFECTED.
UNITS AFFECTED - 2

Production Dates : FEB 27, 2023 - APR 17, 2023

Vehicle 3 : 2023-2023 UNITY U24FX

Descriptive Information : DURING AN IN-HOUSE DI-ELECTRIC TEST A SHORT IN THE CIRCUIT HAPPENED ON THE EXTERIOR RECEPTACLE PLUG. UPON FURTHER INVESTIGATION IT WAS FOUND THE INSTALLER OF THE EXTERIOR RECEPTACLE HAD REMOVED TOO MUCH OF THE INSULATED COVER EXPOSING TOO MUCH COPPER WIRE FOR THE RECEPTACLE. UNITS MANUFACTURED PRIOR TO FEB 27/2023 WILL HAVE NO ISSUES, UNITS MANUFACTURED BETWEEN FEB 27/2023 & APRIL 17/2023 WILL BE AFFECTED.
UNITS AFFECTED - 2

Production Dates : FEB 27, 2023 - APR 17, 2023

Vehicle 4 : 2023-2023 UNITY U24MBL

Descriptive Information : DURING AN IN-HOUSE DI-ELECTRIC TEST A SHORT IN THE CIRCUIT HAPPENED ON THE EXTERIOR RECEPTACLE PLUG. UPON FURTHER INVESTIGATION IT WAS FOUND THE INSTALLER OF THE EXTERIOR RECEPTACLE HAD REMOVED TOO MUCH OF THE INSULATED COVER EXPOSING TOO MUCH COPPER WIRE FOR THE RECEPTACLE. UNITS MANUFACTURED PRIOR TO FEB 27/2023 WILL HAVE NO ISSUES, UNITS MANUFACTURED BETWEEN FEB 27/2023 & APRIL 17/2023 WILL BE AFFECTED.
UNITS AFFECTED - 1

Production Dates : FEB 27, 2023 - APR 17, 2023

Vehicle 5 : 2023-2023 UNITY U24RL

Descriptive Information : DURING AN IN-HOUSE DI-ELECTRIC TEST A SHORT IN THE CIRCUIT HAPPENED ON THE EXTERIOR RECEPTACLE PLUG. UPON FURTHER INVESTIGATION IT WAS FOUND THE INSTALLER OF THE EXTERIOR RECEPTACLE HAD REMOVED TOO MUCH OF THE INSULATED COVER EXPOSING TOO MUCH COPPER WIRE FOR THE RECEPTACLE. UNITS MANUFACTURED PRIOR TO FEB 27/2023 WILL HAVE NO ISSUES, UNITS MANUFACTURED BETWEEN FEB 27/2023 & APRIL 17/2023 WILL BE AFFECTED.
UNITS AFFECTED - 5

Production Dates : FEB 27, 2023 - APR 17, 2023

Vehicle 6 : 2023-2023 UNITY U24TB

Descriptive Information : DURING AN IN-HOUSE DI-ELECTRIC TEST A SHORT IN THE CIRCUIT HAPPENED ON THE EXTERIOR RECEPTACLE PLUG. UPON FURTHER INVESTIGATION IT WAS FOUND THE INSTALLER OF THE EXTERIOR RECEPTACLE HAD REMOVED TOO MUCH OF THE INSULATED COVER EXPOSING TOO MUCH COPPER WIRE FOR THE RECEPTACLE. UNITS MANUFACTURED PRIOR TO FEB 27/2023 WILL HAVE NO ISSUES, UNITS MANUFACTURED BETWEEN FEB 27/2023 & APRIL 17/2023 WILL BE AFFECTED.
UNITS AFFECTED - 4

Production Dates : FEB 27, 2023 - APR 17, 2023

Vehicle 7 : 2023-2023 WONDER W24RL

Descriptive Information : DURING AN IN-HOUSE DI-ELECTRIC TEST A SHORT IN THE CIRCUIT HAPPENED ON THE EXTERIOR RECEPTACLE PLUG. UPON FURTHER INVESTIGATION IT WAS FOUND THE INSTALLER OF THE EXTERIOR RECEPTACLE HAD REMOVED TOO MUCH OF THE INSULATED COVER EXPOSING TOO MUCH COPPER WIRE FOR THE RECEPTACLE. UNITS MANUFACTURED PRIOR TO FEB 27/2023 WILL HAVE NO ISSUES, UNITS MANUFACTURED BETWEEN FEB 27/2023 & APRIL 17/2023 WILL BE AFFECTED.
UNITS AFFECTED - 1

Production Dates : FEB 27, 2023 - APR 17, 2023

Vehicle 8 : 2023-2023 WONDER W24RTB

Descriptive Information : DURING AN IN-HOUSE DI-ELECTRIC TEST A SHORT IN THE CIRCUIT HAPPENED ON THE EXTERIOR RECEPTACLE PLUG. UPON FURTHER INVESTIGATION IT WAS FOUND THE INSTALLER OF THE EXTERIOR RECEPTACLE HAD REMOVED TOO MUCH OF THE INSULATED COVER EXPOSING TOO MUCH COPPER WIRE FOR THE RECEPTACLE. UNITS MANUFACTURED PRIOR TO FEB 27/2023 WILL HAVE NO ISSUES, UNITS MANUFACTURED BETWEEN FEB 27/2023 & APRIL 17/2023 WILL BE AFFECTED.
UNITS AFFECTED - 1

Production Dates : FEB 27, 2023 - APR 17, 2023

Description of Noncompliance :

Description of the Noncompliance : THERE IS TOO MUCH 120V INSULATED CONDUCTOR REMOVED AND HAVING TOO MUCH COPPER WIRE EXPOSED AT THE GFCI EXTERIOR RECEPTACLE. A CLASS B DEVIATION OF RVIA CODE 551.40

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : A SHORT MAY OCCUR WHEN THE WIRES IN THE EXTERIOR RECEPTACLE MAKE CONTACT WITH EACH OTHER OR THE METAL RECEPTACLE BOX CAUSING AN ARC. THE ARC WILL CAUSE THE EXTERIOR GFCI RECEPTACLE TO TRIP THE BREAKER. A RISK OF FIRE IS POSSIBLE.

Description of the Cause : A NEW EMPLOYEE MISINTERPRETED THE INSTRUCTIONS OF THE SOP01156 (STANDARD OPERATING PROCEDURE) AND REMOVED TOO MUCH OF THE INSULATED COVER EXPOSING TOO MUCH UNINSULATED COPPER WIRE.

Identification of Any Warning that can Occur : THE GFCI CIRCUIT WILL BE TRIPPED IF THE WIRES CONTACT EACH OTHER OR THE RECEPTACLE BOX.

Involved Components :

Component Name : INSULATED COPPER WIRE

Component Description : INSULATED COPPER WIRE

Component Part Number : NR

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

A NEW EMPLOYEE STARTED ON FEB. 21/2023 BUT ONLY STARTED WORKING ON THE PROCESS OF WIRING THE EXTERIOR GFCI RECEPTACLE ON FEB. 27/2023. ON APR. 12/2023, WHEN A DI-ELECTRIC SHORT WAS DETECTED ON THE PRODUCTION LINE BETWEEN THE EXPOSED CONDUCTOR OF THE POWER WIRE (BLACK) AND THE EXTERIOR OF THE BOX. WHEN INSPECTED IT WAS NOTICED THAT THE WIRES HAD TOO MUCH INSULATED CONDUCTOR REMOVED EXPOSING TOO MUCH COPPER WIRE. WHEN THE WIRES WERE INSERTED INTO THE RECEPTACLE THE WIRES TOUCHED AND CAUSED AN ARC, WHICH CAUSED A SHORT CIRCUIT TO HAPPEN. NO WARRANTY CLAIMS, FIELD OR SERVICE REPORTS HAVE BEEN MADE.

Description of Remedy :

Description of Remedy Program : DEALERS WITH INVENTORY WILL BE SENT A LETTER AND SOP (STANDARD OPERATING PROCEDURE) TO REMOVE THE EXTERIOR GFCI RECEPTACLE AND CUT OFF THE PORTION OF THE COPPER WIRE THAT IS TOO LONG. THE DEALER WILL CLAIM REIMBURSEMENT ON A WARRANTY APPLICATION FORM. RETAIL OWNERS WILL BE SENT A LETTER AND SOP (STANDARD OPERATING PROCEDURE) TO CONTACT THEIR SELLING DEALER OR A RV SERVICE CENTER TO HAVE THE COPPER WIRE SHORTENED TO THE CORRECT LENGTH. THE RV SERVICE CENTER OR RETAIL OWNER WILL BE PAID DIRECTLY BY TRIPLE E RV. A 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 EXPOSED COPPER WIRES (WHITE & BLACK) WILL BE SHORTENED TO 5/8" INSTEAD OF 2".

Identify How/When Recall Condition was Corrected in Production : ON APRIL 17 / 2023 A DI-ELECTRIC TEST WAS PERFORMED AND A ELECTRIC SHORT WAS DETECTED. THE INSTALLER HAD MISINTERPRETED THE INSTALL INSTRUCTIONS FOR THE EXTERIOR GFCI RECEPTACLE AND REMOVED TOO MUCH OF THE INSULATED COVER OF THE 120V WIRING. THE INSTALLER WAS THEN TRAINED ON THE CORRECT PROCEDURE TO FOLLOW.

Recall Schedule :

Description of Recall Schedule : NOTIFICATION TO THE DEALER IS EXPECTED TO OCCUR LATE MAY/ 2023.
NOTIFICATION TO THE RETAIL OWNERS IS EXPECTED TO OCCUR LATE MAY/2023.

Planned Dealer Notification Date : MAY 22, 2023 - MAY 31, 2023

Planned Owner Notification Date : MAY 22, 2023 - MAY 31, 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