

Morgan Leonard

From: Notices
Sent: Monday, October 23, 2023 1:51 PM
To: [REDACTED]
Subject: IMPORTANT SAFETY RECALL INFORMATION- Brinkley RV

IMPORTANT SAFETY RECALL INFORMATION



BRINKLEY
— RV —

CUSTOMER CARE – Recall Division
1655 Brinkley Way East
Goshen, Indiana 46526

NHTSA RECALL: 23V-664
CANADA RECALL: 2023-550
Brinkley ID: PCI-2023-01

Dear Model G Owner,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Brinkley RV has decided that a defect, which relates to motor vehicle safety, exists in certain 2024 Brinkley RV Model G 3500 & 4000 recreational vehicles manufactured with certain 00-10024-900 Power Control Systems manufactured by Precision Circuits, Inc. This is to inform you that your vehicle may contain a defect that could affect the safety of a person.

For Canadian residents, this notice is sent to you in accordance with the requirements of the Motor Vehicle Safety Act. This is to inform you that your vehicle may be non-compliant with the requirements of the Motor Vehicle Safety Regulations and that the non-compliance could affect the safety of a person.

Affected Vehicle Identification Numbers (ending with)

- 000004
- 000006 - 000010
- 000012 - 000121
- 000123 - 000129

- 000132
- 000134 - 000136
- 000138 - 000144
- 000146 - 000153
- 000156

WHAT IS THE DEFECT/NONCOMPLIANCE?

The Power Control System specified for use in 50 Amp system utilizing a 10-gauge wire for the neutral wire instead of the 6-gauge wire as required by applicable code.

WHAT IF YOU NO LONGER OWN THIS VEHICLE?

If you no longer own this vehicle and have the address for the current owner, please forward this letter to the new owner within 10 working days after the day in which the notice is received. You have received this letter because government regulations require that a notification is sent to the last known owner of record. Our records indicate that you are the current owner.

PLEASE NOTE: FEDERAL LAW REQUIRES THAT ANY VEHICLE LESSOR RECEIVING THIS RECALL NOTICE MUST FORWARD A COPY OF THIS NOTICE TO THE LESSEE WITHIN TEN DAYS.

EVALUATION OF THE RISK TO THE VEHICLE AND OPERATOR(S) RELATED TO THE RECALL.

When all electrical equipment is utilized simultaneously in the Brinkley RV Model G recreational vehicles, the max amperage on the Power Control System could exceed the maximum NEC rating of the 10-gauge wiring inadvertently utilized.

To comply with all code applicable to the specified 50 Amp system, the wiring should be changed to 6 gauge. If aftermarket electrical equipment or appliances were to be added to the unit, the total amperage could exceed the amperage limits of the 10-gauge wiring, potentially resulting in a fire.

WHAT ARE BRINKLEY RV AND OUR DEALERSHIPS GOING TO DO?

Brinkley RV is notifying dealerships of the recall. You may have the recall corrected at any Brinkley RV dealership, however, it is preferable for you to have your selling dealership perform the remedy. To locate a dealer near you, please visit www.brinkleyrv.com/dealer-locator. Brinkley RV completely covers your costs for the remedy. You will not receive any bill of sale for anything covered under the above recall number.

WHAT SHOULD YOU DO?

Please contact your dealer immediately and request a service appointment to schedule the free remedy. The remedy will be to replace the Power Control System in your Model G with the compliant version of the device that utilizes 6-gauge wire for the neutral wire. The vehicle Owner is responsible for arranging to have the work completed. Please state that you have been notified by Brinkley RV of having a recall in process for your vehicle and provide the recall number to the dealership. It is also helpful to the dealership to have a copy of this letter with you when you take your vehicle in for the recall remedy. You may also contact Brinkley Customer Care directly for assistance in facilitating the remedy. Brinkley Customer Care can be reached by phone at (574)501-4280 or via email at CustomerCare@BrinkleyRV.com.

HOW LONG WILL THE REMEDY PROCESS TAKE?

The estimated time of repair is 1.0 hours. The dealership may need to keep your vehicle or schedule your appointment at a later date to fit into their regular service schedule.

WHAT IF YOU HAVE PREVIOUSLY PAID FOR REPAIRS TO YOUR VEHICLE FOR THIS PARTICULAR CONDITION?

If you have already paid for a repair that is within the scope of this defect under recall, you still need to have this recall inspected and/or performed to ensure the correct parts and procedures were utilized. Additionally, you may be eligible for a refund of previously paid repairs. Refunds will only be provided for units within the scope of this defect under recall. Please send the service invoice to the following address:

Brinkley RV
Attn: Customer Care – Recall Division
1655 Brinkley Way East
Goshen, Indiana 46526

WHAT IF YOU NO LONGER OWN THIS VEHICLE?

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MAY BRINKLEY RV ASSIST YOU FURTHER?

If you have difficulties getting your vehicle repaired, or have any questions or concerns whatsoever, please do not hesitate to contact us and we will be happy to assist you:

Brinkley Customer Care
(574) 501-4280
CustomerCare@BrinkleyRV.com.

If you are still having difficulty getting your vehicle repaired in a reasonable amount of time or without charge, you may write to the following address:

For US Owners Please Contact:

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Ave, S.E.
Washington, D.C. 20590

For Canadian Owners Please Contact:

Head of Recalls
Motor Vehicle Safety Investigations Laboratory
Transport Canada
80 Noel Street, Gatineau, Quebec, J8Z 0A1

Or you may call the toll free Vehicle Safety Hotline at 1-888-327-4236 or (TTY: 1-800-424-9153).

Telephone: (800) 333-0510
Facsimile: (819) 420-4292

Or visit www.safercar.gov and search;
Recall ID:23V-664

Recall ID: 2023-550

We at Brinkley RV apologize for any inconvenience that this recall causes you. Please do not hesitate to contact us if you have any questions or require assistance in getting the recall completed.

Sincerely,

Brinkley RV

