



**BRINKLEY**  
—RV—

## **NHTSA Recall 24V-717**

Brinkley RV REC-2403

10/3/24 Communications Summary per [49 CFR § 573.6\(c\)\(10\)](#)

e-mail to Dealers 10/3/24

[View this email in your browser](#)



-  
**MODEL Z-AIR RECALL**

**SAFETY CHAINS**

**October 03, 2024**

-  
Dear Valued Dealer Partner,

It has come to our attention that certain Model Z-Air Travel Trailers vehicles in the recall population were built with safety chains that are underrated for the Gross Vehicle Weight Rating (GVWR).

We are conducting a Recall Campaign to address this concern for all Model Z-Air units within the following VIN ranges: (Last 6 digits): 000585 – 000590, 000592-000599, 000605-000625, 000646-000647, 000652-000653, 000659.

**NOTICE**

**IT IS A VIOLATION OF FEDERAL LAW FOR A DEALER TO SELL OR LEASE ANY NEW VEHICLES IN DEALER INVENTORY COVERED BY THIS NOTIFICATION UNTIL THE VEHICLE HAS BEEN REPAIRED.**

The remedy is to remove the incorrect safety chains (11,700lb) and install the correct safety chains (16,200lb). Brinkley RV will pay for the Campaign to be completed. There is no charge to you for the remedy.

See the Dealer Portal for further details and associated documentation:

1. [Sample Retail Owner notification letter](#)
2. [Claim prep and filing instructions](#)
3. [Recall field work instructions](#)
4. [NHTSA 573 Safety Recall Report](#)
5. [NHTSA Recall Acknowledgement Letter](#)

Relevant information is also being communicated via our Dealer Portal. Retail customers are being contacted through traditional hard copy mailings and e-mail.

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We apologize for any frustration or inconvenience that this situation causes.

Sincerely,

**Brinkley Customer Care**

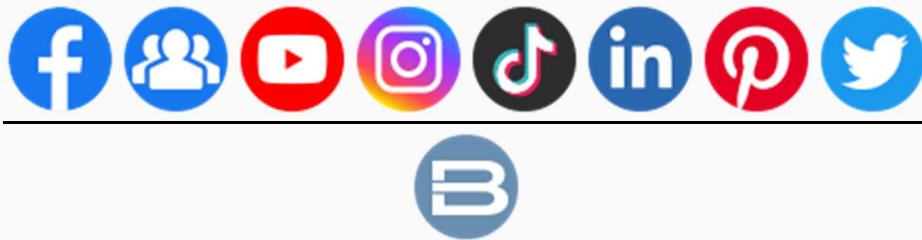
Phone: (574) 501-4280

Email: [CustomerCare@BrinkleyRV.com](mailto:CustomerCare@BrinkleyRV.com)

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**Let's Get Social!**

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Links: [BrinkleyRV.com](http://BrinkleyRV.com) | [Media Download Hub](#)

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Sample Owner Letter (e-mail to Dealers on 10/3/24 and on Brinkley RV portal 10/2/24

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

**NHTSA RECALL:** 24V-717

**CANADA RECALL:** 2024-569

**Brinkley ID:** REC-2403

**Vehicle VIN:** «VIN»

«Shipping\_Address»

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THIS NOTICE APPLIES TO YOUR VEHICLE VIN LISTED ABOVE.

October 09, 2024

Dear «Name»:

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 2025 Brinkley RV Model Z Air travel trailers. This is to inform you that your vehicle may contain a defect that could lead to an increased risk of vehicle crash and/or property damage.

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 contain a defect that could affect the safety of a person.

**WHAT IS THE DEFECT/NONCOMPLIANCE?**

It has been decided that the vehicles in the recall population were built with safety chains that are underrated for the Gross Vehicle Weight Rating (GVWR).

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

If the recreational vehicle becomes detached from the tow vehicle, the safety chains may not carry the weight of the unit as designed, leading to an increased risk of vehicle crash and/or property damage.

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

**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](http://www.brinkleyrv.com/dealer-locator). Brinkley RV will completely cover 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 is to remove the incorrect safety chains (11,700 lbs) and install the correct safety chains (16,200 lbs). This will include a weld repair. 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](mailto:CustomerCare@BrinkleyRV.com).

**HOW LONG WILL THE REMEDY PROCESS TAKE?**

The estimated time of repair is 0.5 hrs. 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.

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1655 Brinkley Way East  
Goshen, Indiana 46526

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?**

If you no longer own this vehicle (or the vehicle has been leased) and you have the address for the current owner/lessee, 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.**

**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](mailto: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  
Laboratory 1200 New Jersey Ave, S.E.  
Washington, D.C. 20590

**For Canadian Owners Please Contact:**

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

Or you may call the toll free Vehicle Safety Hotline  
0510 at 1-888-327-4236 or (TTY: 1-800-424-9153).  
4292

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

Or visit [www.safercar.gov](http://www.safercar.gov) and search;  
569

Recall ID: 2024-

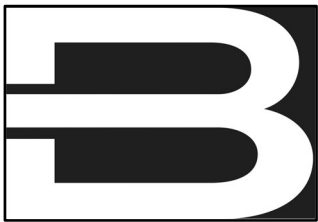
Recall ID: 24V-717

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

46526

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 completing the recall.

Sincerely,



Claim Prep & Filing Instruction (e-mail to Dealers 10/3/24 and on Brinkley RV portal  
10/2/24

**IMPORTANT SAFETY RECALL INFORMATION**



**NHTSA Recall 24V-717**

**Claim Preparation & Inspection/Repair Instructions**

Please complete a warranty claim pre-authorization request using the following codes & labor times:

**Labor:**

Flat Rate Code:	900004
Fault Code:	Design/Application - Application
Time Allowed:	0.5 hrs

**Parts:**

Part number: K113617: 2pcs 16,200lb rated safety chains (113385) and 2 attachment elbows (113536)

*\*Note: Parts are only available to order by VIN - NO STOCK ORDERS\**

**Pre-Authorization:**

No prior inspection is required.

All Brinkley RV dealer recalls will require preauthorization approval prior to claim creation. Promptly file preauthorization through our dealer portal using the information above to confirm the correct parts kit and flat rate are applied. **Required photos: 1) Replacement Safety Chain Attachment.**

**Claim Filing:**

When repair is complete, promptly file a claim through our dealer portal. If you have any questions, please call our Customer Care Team at (574)501-4280.

Brinkley RV Dealer portal posting 10/2/24

**Recall 24V-717 (Flat Rate 900004)  
Model Z Air Safety Chain Replacement**

It has been decided that the vehicles in the recall population were built with safety chains that are underrated for the Gross Vehicle Weight Rating (GVWR). The remedy is to remove the incorrect safety chains (11,700 lbs) and install the correct safety chains (16,200 lbs). This will include a weld repair. Brinkley RV will completely cover the costs for the remedy.

This recall affects a total of 40 vehicles.

Model Z-Air VIN Range (last 6 of VIN): 000585 – 000590, 000592-000599, 000605-000625, 000646-000647, 000652-000653, 000659

**NOTICE**

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UNTIL THE VEHICLE HAS BEEN REPAIRED.**



# WORK INSTRUCTIONS

## MODEL Z AIR TRAVEL TRAILER SAFETY CHAIN REPLACEMENT

<b>RECALL #</b>	24V-717, BRV 900004		
<b>PRODUCT:</b>	Model Z AIR Travel Trailer		
<b>DATE:</b>	October 2, 2024	<b>LABOR RATE:</b>	0.5hours

**Applies to:**  
 This document refers to Safety Chain replacement on Brinkley Model Z AIR Travel Trailers manufactured between VIN's: 00585 - 000590, 000592 - 000599, 000605 - 000625, 000646 - 000647, 000652 - 000653, and 000659.

**Condition:**

Brinkley RV has determined that the safety chains installed on the units described above may not be of sufficient capacity to support the RV in certain emergency conditions. The following instructions provide direction for replacement of the safety chains. Brinkley RV, at no charge to the customer, will replace the factory installed safety chains. **(NOTE: The VIN is required to order parts).**

**Safety:**

Service, repair and installation instructions are written specifically for the use of professionally trained technicians, using proper tools in a shop environment. For safety, and to ensure the best results, only professionally trained technicians should perform the work described in this document.

Safety is, and should always be observed when performing any type of repair. ANSI (American National Standards Institute) has created a standardized labeling system for different levels of safety and danger. The labels below provide information regarding those levels of danger, and should be observed and adhered to at all times.

**⚠ WARNING**

The "WARNING" symbol above is a sign that a procedure has a safety risk involved and may cause death, serious personal injury, severe product and/or property damage if not performed safely and within the parameters set forth in this document.

**Model Z AIR Safety Chain Parts Kit # K113617**

BRINKLEY PART #	LIPPERT PART #	Description	Qty
113385	133748	CHAIN 27"16,200 LB TRAVEL TRAILER SAFETY CHAIN WITH HOOK Z AIR	2
113536	119124	CHAIN ELBOW 6 X .438 FOR 16,200 LB TRAVEL TRAILER CHAIN Z AIR	2
109801	N/A	WORK INSTRUCTIONS	1

# BRINKLEY RV SAFETY CHAIN REPLACEMENT

Recall Number:	24V-717		
Product:	Safety Chains		
Date:	September 30, 2024	Labor Rate:	0.5 Hours

## Purpose

The following instructions outline the procedure to replace safety chain Part Number 119050 11700 lbs 27 " with safety chain Part Number 133748 16200 lbs 27".

## Safety

This document provides general instructions. Many variables can change the circumstances of any procedure, i.e. the degree of difficulty involved in the service operation and the ability level of the individual performing the operation. This document cannot begin to plot out procedures for every possibility, but will provide the general instructions for effectively installing, removing or servicing the system. In the event the skill level required is too advanced or the procedure too difficult, a certified technician should be consulted before performing the necessary operation. Failure to correctly install, remove or service the system may result in voiding the warranty, inflicting injury or even death.

## Resources Required

### **WARNING**

**The "WARNING" symbol above is a sign that a procedure has a safety risk involved and may cause death, serious personal injury, severe product and/or property damage if not performed safely and within the parameters set forth in this document.**

### **WARNING**

**Remove all flammable materials from the area to be welded. any remaining flammable material that cannot be removed must be protected. Proper fire protection and control measures should be kept on hand.**

### **WARNING**

**Lift trailer by the frame and never the axle or suspension. Do not go under the trailer unless it is properly supported by jack stands. Unsupported trailers can fall and may result in death, serious injury or property damage.**

## Resources Required

- Safety Chain - PN 133748 16200 lbs Safety Chain with Hook (x2)
- Elbow - PN 119124 (x2)
- Die grinder with cut wheel attachments (or torch, saw or other appropriate cutting method)
- Welder
- Welding PPE (helmet, gloves, sleeves, etc.)
- Jack stands
- Black spray paint (if necessary)

# BRINKLEY RV SAFETY CHAIN REPLACEMENT

Recall Number:	24V-717		
Product:	Safety Chains		
Date:	September 30, 2024	Labor Rate:	0.5 Hours

## Preparation

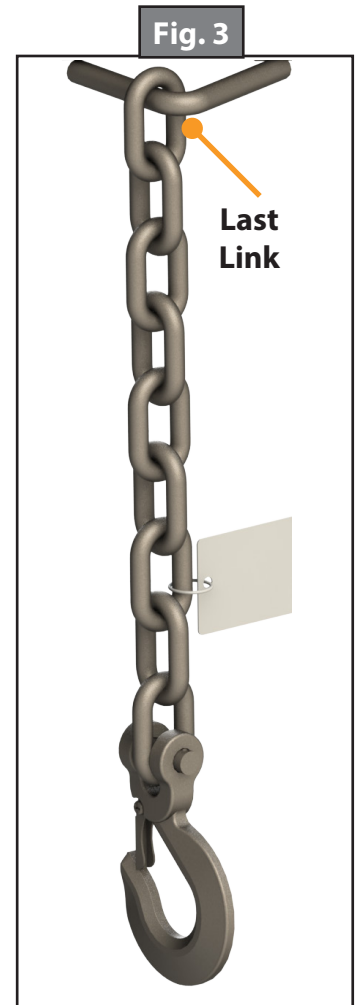
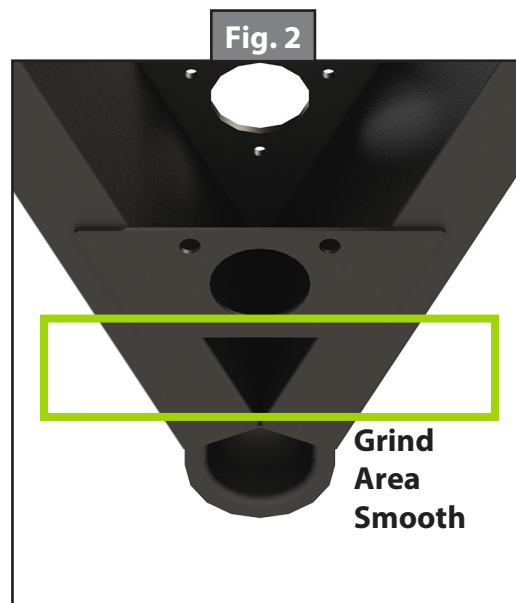
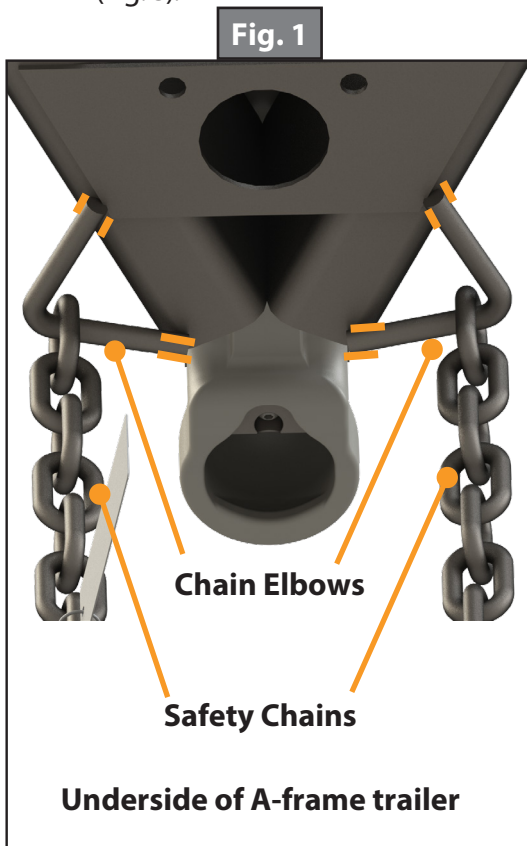
**THIS REPLACEMENT SHOULD ONLY BE COMPLETED BY AN AUTHORIZED SERVICE TECHNICIAN.**

In this manual orange lines indicate using a die grinder (or torch, saw or other appropriate cutting method) to remove components, red lines indicate using a welder to add components per instructions and image references, and green lines indicate area to be ground smooth.

## Procedure

Remove old chain as follows:

1. Use the appropriate cutting method to remove the existing chain elbows from the underside of the A-frame coupler (Fig.1).
2. The existing safety chains can be set aside with the chain elbow.
3. Use the die grinder and grinding wheel attachment to grind the cut areas smooth (Fig.2).
4. Feed the last link of each of the new safety chains onto the new chain elbows (Fig.3).

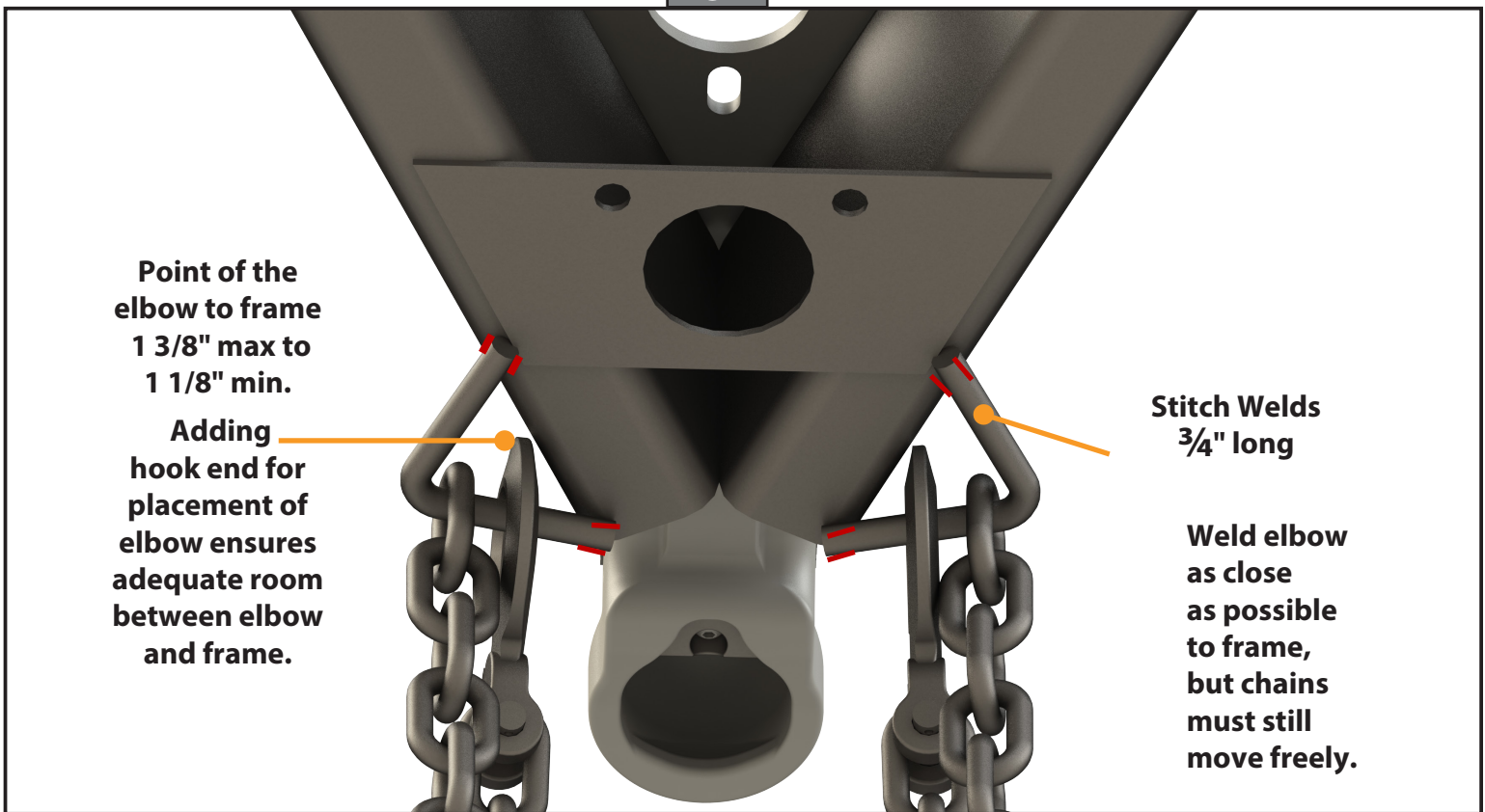


# BRINKLEY RV SAFETY CHAIN REPLACEMENT

Recall Number:	24V-717		
Product:	Safety Chains		
Date:	September 30, 2024	Labor Rate:	0.5 Hours

5. Center the chain elbow and safety chain assemblies under the A-frame coupler so that the ends of the chain elbow are touching the ends of the two A-frame tubes (Fig.4). The elbow should be pointing away from the trailer.
6. Include hook end of the chain on the elbow (Fig. 4) during placement to ensure room to use the elbow as an attachment point for hooks when not in use.
7. Make sure that the new safety chains are not pinched between the chain elbow and the A-Frame. The safety chains **MUST** be able to move freely.
8. The bend in the elbows **MUST** measure 1 3/8" maximum to 1 1/8" minimum from the A-frame (Fig.4).
9. Stitch weld each end of the chain elbow to the A-frame tubes (Figs. 4). Make certain to weld both the inside and outside of the chain elbow.
10. Test the movement ability of the safety chains to make sure they are able to move freely.
11. Spray paint any visible areas of the repair with black spray paint.

**Fig. 4**



As a supplier of a broad array of highly-engineered components in the recreation and transportation product markets, safety, education and customer satisfaction are our primary concerns. Should you have any questions, please do not hesitate to contact us at 432-LIPPERT (432-547-7378) or by email at [customerservice@lc1.com](mailto:customerservice@lc1.com). Self-help tips, technical documents, product videos and a training class schedule are available at [lippert.com](http://lippert.com) or by downloading the LippertNOW app.

# Part 573 Safety Recall Report

# 24V-717

**Manufacturer Name :** Brinkley RV**Submission Date :** SEP 26, 2024**NHTSA Recall No. :** 24V-717**Manufacturer Recall No. :** REC-2403**Manufacturer Information :**

Manufacturer Name : Brinkley RV

Address : 1655 Brinkley Way East

GOSHEN IN 46528

Company phone : 574-501-4280

**Population :**

Number of potentially involved : 40

Estimated percentage with defect : 100 %

**Vehicle Information :**

Vehicle 1 : 2025-2025 Brinkley RV Model Z

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

**Descriptive Information :** The vehicles in the recall population include Model Z-Air travel trailers with safety chains that have an ID tag of 11,700 pounds. It has been decided that the vehicles in the recall population were built with safety chains that are underrated for the Gross Vehicle Weight Rating (GVWR). Products not included in the recall have been excluded as they include safety chains with ratings that meet or exceed the GVWR per SAE J684. The affected population includes 37 units sold to US dealers and 3 units sold to Canadian dealers.

**Production Dates :** AUG 23, 2024 - SEP 17, 2024

VIN Range 1 : Begin : 7T0TA3520SC000585 End : 7T0TA3524SC000590

 Not sequential

VIN Range 2 : Begin : 7T0TA3528SC000592 End : 7T0TA3520SC000599

 Not sequential

VIN Range 3 : Begin : 7T0TA3420SC000605 End : 7T0TA3426SC000625

 Not sequential

VIN Range 4 : Begin : 7T0TA3525SC000646 End : 7T0TA3527SC000647

 Not sequential

VIN Range 5 : Begin : 7T0TA3520SC000652 End : 7T0TA3522SC000653

 Not sequential

VIN Range 6 : Begin : 7T0TA3523SC000659 End : 7T0TA3523SC000659

 Not sequential**Description of Defect :**

**Description of the Defect :** It has been decided that the vehicles in the recall population were built with safety chains that are underrated for the Gross Vehicle Weight Rating (GVWR).

FMVSS 1 : NR

FMVSS 2 : NR

**Description of the Safety Risk :** If the vehicle becomes detached from the tow vehicle, the safety chains may not carry the weight of the unit as designed, leading to an increased risk of property damage and or vehicle crash.

Description of the Cause : The GVWR of the identified models was increased through product development, and the corresponding upgrade of the safety chains was inadvertently omitted from the revised design.

Identification of Any Warning that can Occur : N/A

## Involved Components :

Component Name 1 : 11,700 LBS Safety Chain

Component Description : 11700 LBS 27 IN SAFETY CHAIN W/ HOOK

Component Part Number : 119050

## Supplier Identification :

### Component Manufacturer

Name : Lippert

Address : 2020 Blakesley Pkwy  
Bristol Indiana 46507

Country : United States

## Chronology :

On 9/20/24, the Brinkley RV Operations team communicated a concern to the Product Safety team that a recent GVWR change (increase) in the suspect models was made, and the corresponding upgrade in safety chains was inadvertently omitted. The shipping yard was put on hold and units were addressed (underrated safety chains were replaced with properly rated chains by the chassis supplier). On 9/25/24, the Brinkley RV Safety Committee met to discuss this issue and voted to issue a Recall to address affected units that had shipped prior to identification of the issue.

**Description of Remedy :**

Description of Remedy Program : Detailed Work Instructions and parts kits will be provided to dealers (and in some cases Independent Service Providers) to replace the underrated safety chains with correctly rated parts. Costs for the remedy applied to all affected units will be covered by Brinkley RV and the chassis supplier, Lippert. Owners who have previously paid to have this remedy performed will, upon documentation of the work, be immediately reimbursed by Brinkley RV.

How Remedy Component Differs from Recalled Component : The remedy component is rated for a load of 16,200 lbs and the recalled component is rated for 11,700 lbs.

Identify How/When Recall Condition was Corrected in Production : Units produced after the VIN ranges included in this Recall scope were built by the chassis supplier with the upgraded safety chains.

**Recall Schedule :**

Description of Recall Schedule : Brinkley will notify the dealers and owners of the recreational vehicles by e-mail. Owners will also receive a hard copy letter by mail. A final copy of the owner letter will be provided to NHTSA, along with the dealer inspection/repair procedures from Lippert. Dealers will also be notified via the Brinkley Dealer Portal.

Planned Dealer Notification Date : OCT 02, 2024 - OCT 09, 2024

Planned Owner Notification Date : OCT 08, 2024 - OCT 29, 2024

\* NR - Not Reported



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

October 1, 2024

Mr. Brian Hess  
Director of Service Operations  
Brinkley RV  
1655 Brinkley Way East  
GOSHEN, IN 46528

NEF-107KL  
24V-717

**Subject:** Safety Chains Are Underrated For GVWR

Dear Mr. Hess:

This letter serves to acknowledge Brinkley RV's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

BRINKLEY RV/MODEL Z/2025

**Mfr's Report Date:** September 26, 2024

**NHTSA Campaign Number:** 24V-717

**Components:**

EQUIPMENT:RECREATIONAL VEHICLE/TRAILER

**Potential Number of Units Affected:** 40

**Problem Description:**

Brinkley RV (Brinkley) is recalling certain 2025 Model Z travel trailers. The installed safety chains are underrated for the Gross Vehicle Weight Rating (GVWR).

**Consequence:**

Underrated chains can break, allowing the trailer to detach from the tow vehicle and increasing the risk of a crash.

**Remedy:**

Dealers will replace the safety chains, free of charge. Owner notification letters are expected to be mailed October 8, 2024. Owners may contact Brinkley customer service at 1-574-501-4280. Brinkley's number for this recall is REC-2403.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.nhtsa.gov](http://www.nhtsa.gov).

**Please ensure the following requirements are met:**

As required in Part 573.6, please amend the chronology to provide a summary of all warranty claims, field or service reports, and other information (such as the numbers of deaths and/or injuries), with their dates of receipt. If claim count exceeds 10 claims, please provide the total number of claims, and a receipt date range for those claims.

**AMENDED 573 REQUIRED.**

We have received Brinkley's proposed owner notification letter and it is currently under review. You will be notified of any changes or concerns once our review is complete.

Please be reminded of the following requirements:

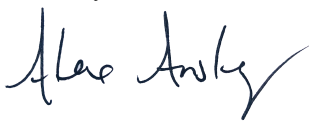
Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 573.7, submission of the first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

Brinkley RV's contact for this recall will be Kristin Lepper who may be reached by email at [kristin.lepper@dot.gov](mailto:kristin.lepper@dot.gov). We look forward to working with you.

Sincerely,



Alex Ansley  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement