



NHTSA Recall 24V-885

Brinkley RV REC-2405

12/06/24 Communications Summary per 49 CFR § 573.6(c)(10)



Email to dealers- 11/27/24

[View this email in your browser](#)

IMPORTANT SAFETY RECALL



MODEL Z RECALL

HELUX PIN BOX TORQUE

November 26, 2024

Dear <dealer>

It has been decided that the vehicles in the recall population are assembled with fasteners that may have been improperly torqued by the supplier on some Helux Pin Boxes.

We are conducting a Recall Campaign to address this concern for all Model Z units within the following VIN ranges: (Last 4 digits): [REDACTED]

[REDACTED]

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 properly torque the fasteners on the CURT Helux Pin Box. **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, e-mail, and social media.

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

Sincerely,

Brinkley Customer Care

Phone: (574) 501-4280

Email: CustomerCare@BrinkleyRV.com

Let's Get Social!



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Claim Prep & Filing Instruction (Email to dealers & on Brinkley RV portal
11/27/2024)

IMPORTANT SAFETY RECALL INFORMATION



NHTSA Recall 24V-885

Claim Preparation & Inspection/Repair Instructions

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

Labor:

Flat Rate Code:	900006
Fault Code:	Supplier Component Failure- Loose
Time Allowed:	0.3 hrs

Parts:

No parts are needed for this recall.

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 flat rate are applied.

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.



Claim Prep & Filing Instruction- French Translation (Email to dealers & on Brinkley RV portal 11/27/2024)

RENSEIGNEMENTS IMPORTANTS SUR LES RAPPELS



NHTSA Recall 24V-885

Préparation des réclamations & instructions de réparation

Veillez remplir une demande de pré-autorisation de garantie en utilisant les codes suivants &

temps de travail:

Main-d'œuvre:

Code Forfaitaire:	900006
Code D'erreur:	Supplier Component Failure- Loose
Temps Alloué:	0.3 hrs

Pièces:

Aucune pièce n'est nécessaire pour ce rappel.

Préautorisation:

Aucune inspection préalable n'est requise. Tous les rappels nécessiteront une approbation préalable à l'autorisation avant la création de la demande. Déposer rapidement la préautorisation via notre portail de concessionnaire en utilisant les informations ci-dessus pour confirmer que le kit de pièces correct et le taux forfaitaire sont appliqués.

Dépôt de Réclamation:



Une fois la réparation terminée, déposez rapidement une réclamation via notre portail de concessionnaire. Si vous avez des questions, veuillez appeler notre équipe du service à la clientèle au (574) 501-4280.



Portal Heading- (Brinkley RV portal 11/27/2024)

**Recall 24V-885 (Flat Rate 900006)
Model Z Helux Pin Box Torque**

It has been decided that the vehicles in the recall population are assembled with fasteners that may have been improperly torqued by the supplier on some Helux Pin Boxes. The remedy is to properly torque the fasteners on the CURT Helux Pin Box. Brinkley RV will pay for the Campaign to be completed. There is no charge to you for the remedy.

This recall affects a total of 502 vehicles.

Model Z VIN Range (last 6 of VIN):



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