

IMPORTANT SAFETY RECALL



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

NHTSA RECALL: 24V-037

CANADA RECALL: 2024-033

Brinkley ID: REC-2401

Vehicle VIN: «Name»

«Shipping_Address1»

THIS NOTICE APPLIES TO YOUR VEHICLE VIN LISTED ABOVE.

February 5, 2024

Dear «Current_Retail_Customer»:

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 Z recreational vehicles produced with certain axles manufactured by Lippert (Lippert part# 2022325350). 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 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 may have a defective weld on the axle spindle due to the spindle being mis-located during the weld process.

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

Under certain conditions during travel, the spindle weld can fail allowing the spindle and wheel assembly to come off the axle, leading to an increased risk of vehicle crash.

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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 and Lippert 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 inspect the suspect axles, with a certified inspection gauge, for weld location. If the location is correct, the axle will be documented as built correctly. If the location is incorrect (at any point around the full circumference of the weld), the axle will be replaced with a certified axle. Lippert (or certified 3rd party technician) will perform the inspections and axle replacement(s) if required. 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: 0.5 hours (inspection only), 1.0 hours per axle replacement. 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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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.

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:24V-037

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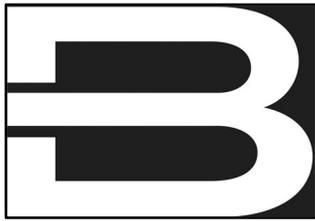
BRINKLEY

—RV—

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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,



Brinkley RV