



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

Brinkley RV REC-2403

10/9/24 Owner Communications Summary per [49 CFR § 573.6\(c\)\(10\)](#)

[e-mail to Owners 10/8/24](#)

[View this email in your browser](#)



**MODEL Z-AIR TRAVEL TRAILER  
RECALL REC-24V-717  
SAFETY CHAINS**

October 8, 2024

<< Test FIRST NAME >> << Test LAST 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.

## **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.

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  
New Jersey Ave, S.E.  
Washington, D.C. 20590

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

Or visit [www.safercar.gov](http://www.safercar.gov) and search; Recall ID:24V-717

**For Canadian Owners Please Contact:**

Head of Recalls  
Motor Vehicle Safety Investigations Laboratory 1200  
Transport Canada  
80 Noel Street, Gatineau, Quebec, J8Z 0A1

Telephone: (800) 333-0510

Facsimile: (819) 420-4292

Recall ID: 2024-569

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 Care**

(574)501-4280 | [CustomerCare@BrinkleyRV.com](mailto:CustomerCare@BrinkleyRV.com)

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**Let's Get Social!**



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[Why Brinkley RV?](#) | [Model Z](#) | [Model G](#) | [BrinkleyRV.com](#)

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You are receiving this email because you purchased a Brinkley RV.

**Our mailing address is:**

Brinkley RV

1655 Brinkley Way E

Goshen, Indiana 46528

[Add us to your address book](#)

Want to change how you receive these emails?

You can [update your preferences](#) or [unsubscribe from this list](#).

**CAUTION: EXTERNAL EMAIL**

Hard Copy Letter sent to Owners 10/9/24

**IMPORTANT SAFETY RECALL**



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»:

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National Highway Traffic Safety Administration  
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Washington, D.C. 20590

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

Recall ID: 24V-717

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Head of Recalls

Motor Vehicle Safety Investigations  
Transport Canada

80 Noel Street, Gatineau, Quebec, J8Z 0A1

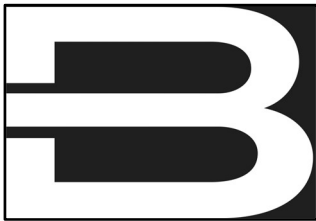
Telephone: (800) 333-  
Facsimile: (819) 420-

Recall ID: 2024-

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1655 Brinkley Way East  
Goshen, Indiana 46526

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