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**MODEL Z
RECALL 24V-885
HELUX PIN BOX TORQUE**

December 3, 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 2024 and 2025 Brinkley RV Model Z recreational vehicles produced. 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 are assembled with fasteners that may have been improperly torqued by the supplier on some Helux Pin Boxes.

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

The fasteners may not be properly torqued and become loose or fall out, which can cause the pin box to detach from the tow vehicle leading to an increased risk of personal injury or vehicle crash.

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 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 (or Mobile Technician) immediately and request a service appointment to schedule the free remedy. Use of a Mobile Technician (either through your dealer or Independent Service Provider) will help ensure proper adjustments are made prior to towing. The remedy is to properly torque the fasteners on the CURT Helux Pin Box. Please state that you have been notified by Brinkley RV of having a recall in process for your vehicle and provide the recall number. It is also helpful to the Service Technician to have a copy of this letter with you when scheduling/performing 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 0.3 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.

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 and search; Recall ID:24V-885

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: 2024-719

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

Let's Get Social!



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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

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