

Dennis Carl

From: Brinkley Care <CustomerCare@BrinkleyRV.com>
Sent: Tuesday, February 4, 2025 10:01 AM
To: [REDACTED]
Subject: [Test] Model G MPPT Solar Controller RECALL REC-25V-042

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MODEL G
RECALL 25V-042 (CAN 2025-038)
MPPT Solar Controller
February 5, 2025

<< Test FIRST NAME >>,

This notice is sent to you in accordance with 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 G 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 were assembled

with MPPT Solar Controllers that have a defective internal component.

EVALUATION OF THE RISK TO THE VEHICLE AND OPERATOR(S)

RELATED TO THE RECALL:

Under certain charging conditions, an internal component within the controller may fail. Upon failure, the controller may continue to accept input from the various power sources but will not be able to safely dissipate the unused heat/energy. This condition may lead to further damage to the external casing of the controller, and an increased risk of fire.

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. The remedy is to replace the suspect controllers with the latest version controller, which has been modified to prevent this failure mode. 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 0.6 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
1200 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:25V-042

For Canadian Owners Please Contact:

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

Telephone: (800) 333-0510

Facsimile: (819) 420-4292

Recall ID: 2025-038

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

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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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CAUTION: EXTERNAL EMAIL