



Brinkley Crew
Admin Group expert +1 · February 5 at 2:00 PM · 🌐

IMPORTANT RECALL INFORMATION

REC-2501

Dear Model G Owners,

Brinkley RV has decided that a defect, which relates to motor vehicle safety, exists in certain Brinkley RV Model G fifth wheels.

We are conducting a Recall Campaign to address this concern for all Model G units within the following VIN ranges: (Last 6 digits): 000004-000164, 000166-000685, 000687-001678, 001680-001692, 001694-001696, 001698-001710, 001712-001720, 001723-001746, 001749-001758, 001760-001786, 001788, 001791-001797, 001800-001802, 001804-001812, 001817, 001833

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. Use of a Mobile Technician (either through your dealer or Independent Service Provider) may help expedite correction of this safety risk. 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.

At Brinkley, our #1 priority is customer safety and satisfaction. We strive to create a product with as few defects as possible. When issues do arise, we strive to remedy those issues as quickly as possible, and we fully stand behind our products. We sincerely appreciate you choosing Brinkley RV and putting your faith in us and we are here to support you. Please do not hesitate to contact us if you have questions, concerns, or require assistance in facilitating the remedy. We apologize for any inconvenience this issue causes to you and your family.

Sincerely,
Brinkley Care
(574)501-4280
CustomerCare@BrinkleyRV.com



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It's a thrilling time for the Brinkley Team as we build up our inventory and onboard our dealers...

