



<Customer Name>  
<Customer Address>

**RE: Technical Service Bulletin (TSB)  
2024 Model Z – Trailer Brakes  
Lippert TSB# 45B-001-2023  
<VIN>**

Dear <Customer Name>:

**WE INITIALLY COMMUNICATED THIS INFORMATION TO ALL BRINKLEY MODEL Z DEALERS AND EXISTING RETAIL CUSTOMERS AS OF JUNE 23, 2023. IF YOU ARE RECEIVING THIS CORRESPONDENCE, OUR RECORDS INDICATE THAT YOUR BRINKLEY MODEL Z WAS REGISTERED AFTER JUNE 23<sup>RD</sup> AND WE HAVE NOT RECEIVED A NOTIFICATION FROM LIPPERT OR YOUR DEALER THAT THE TSB WAS REMEDIED. IF YOU KNOW FOR CERTAIN THAT THE TSB REPAIR WAS PERFORMED, YOU MAY DISREGARD THIS NOTICE. OTHERWISE, PLEASE READ THIS CORRESPONDENCE CAREFULLY AS THIS COMMUNICATION STILL APPLIES TO YOU.**

We would like to address some of the questions that have surfaced regarding a potential brake concern on the Lippert axles used on Model Z. Although this issue has only affected some units, we have made the decision to replace all brake and hub assemblies on the Model Z units with the following serial numbers (last 6 of your VIN):

**000004 to 000512, 000514, 000516, 000517, 000518, 000521 to 000526, 000528 to 000535, 000539, 000540, 000542, 000543, 000545, 000546, 000547, 000551 to 000555, 000557, and 000558.**

**If you received this correspondence, your VIN is contained within the list of affected units.**

You are our #1 priority and we have been in constant communication with our axle supplier regarding this issue. Lippert initiated a Technical Service Bulletin (TSB) to our dealers on or around Tuesday, June 27, 2023 providing our dealers with immediate authorization to replace hub and brake assemblies on the above-mentioned units. Lippert will be working with dealers to facilitate and expedite parts shipments.

A copy of the TSB can be obtained by following this link: <https://www.brinkleyrv.com/Curt-TSB-45B>.

**It should go without saying that if you are experiencing diminished braking performance, you should have the TSB completed before you continue to use your RV. Even though we may be acting in an overabundance of caution by completely replacing the hub and brake assemblies, we ask that you treat this with a sense of urgency.**

If you are not near an authorized Brinkley dealer, or if you are in immediate need, Lippert may have a field service technician in your area who could travel to your location to perform the TSB. **If you need**



**help facilitating completion of the TSB or have any questions regarding your brakes please email the Lippert Hotline at [BrinkleyModelZTSB@lci1.com](mailto:BrinkleyModelZTSB@lci1.com).**

**If you would prefer that we facilitate the parts and/or repair on your behalf, please do not hesitate to contact Brinkley Customer Care at [CustomerCare@BrinkleyRV.com](mailto:CustomerCare@BrinkleyRV.com) or (574) 501-4280.** We are happy to help.

We apologize in advance for any inconvenience this may cause. As campers, we understand the importance of utilizing your unit during the peak of the camping season and will work our hardest to keep you camping.

If any questions or concerns should arise, please do not hesitate to contact our Customer Care Team at [CustomerCare@BrinkleyRV.com](mailto:CustomerCare@BrinkleyRV.com) or (574) 501-4280.

### **Frequently Asked Questions (FAQs)**

- 1. We are supposed to take delivery next week and our VIN falls within the scope, can we still pickup our RV?**

It is highly recommended that the brakes be replaced prior to you taking delivery. We will do everything we can to help facilitate getting the repairs completed as quickly as possible. We can work directly with your dealer to coordinate.

- 2. We are planning on taking a trip next week, are we going to be able to go still?**

Lippert believes that the issues are related to inspections that occurred and that the issue should not be widespread. If an issue were to occur, you would notice diminished braking and possibly your tow vehicle would throw a warning on your dashboard indicating there is an issue. We highly recommend that we try to get the brakes and hubs replaced for you prior to your trip if at all possible. We can assist with your dealer and Lippert to help facilitate.

- 3. We are currently on the road using our Brinkley, what should we do?**

If you aren't experiencing any diminished braking capabilities, you should continue to monitor the effectiveness of our brakes. We can work to try and facilitate the replacements for you upon your return from your trip. If you are experiencing diminished braking, we can work to try and facilitate repairs at or near your present location.

- 4. How long is the process to actually change these hubs out?**

Between 4 and 5 hours is the estimated time to replace all 4 brakes and hubs.