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**CUSTOMER SATISFACTION CAMPAIGN
MODEL G and Z ATTIC VENT REPLACEMENTS
CSC-2309**

March 18, 2025

<< Test FIRST NAME >>,

In January of 2024, Brinkley RV launched a Customer Satisfaction Campaign to replace attic vents in specific VIN ranges of Model G and Model Z units. This Campaign has had a successful completion rate to date, but we are sending out a reminder to those who have not yet completed this work. In the event the attic vents become cracked, the potential damage to the RV due to water intrusion is significant. Below is a summary from the original campaign:

It has come to our attention that the polycarbonate plastic utilized to manufacture attic vents for the RV industry may be incompatible with the 5121 self-leveling roof sealant that we utilize. We have received reports of cracked attic vents in the field that we believe are the result of the sealant being more rigid than what is traditionally utilized. This additional rigidity does not permit the attic vent to expand and contract and can result in the attic vent cracking either along the location of the mounting screw holes and, in some cases, cracking vertically up the attic vent.

We have located another attic vent source that is made utilizing polypropylene

versus polycarbonate. The polypropylene plastic is less brittle and is a better material for our seals application. We are pushing to supply our customers with a near-maintenance free roof and the seals package we utilize is critical to this goal.

All Dealers are being re-notified of this Campaign as well, and work instructions have been provided. **BRINKLEY RV WILL PAY FOR THE CAMPAIGN TO BE COMPLETED. THERE IS NO CHARGE TO YOU FOR THE REMEDY.**

Although the remedy is a simple one, we want to stress the importance of getting this remedy completed in a timely manner. **SHOULD WATER INTRUDE INTO THE UNIT FROM THIS LOCATION, THE REPAIRS DUE TO THE WATER INTRUSION WILL TAKE SUBSTANTIAL TIME AND EFFORT TO PERFORM. FAILING TO ACT MAY ALSO RESULT IN THE COST OF REPAIRS BEYOND THE ATTIC VENT BEING YOUR RESPONSIBILITY.**

Please know that Brinkley Customer Care is here to help facilitate this remedy alongside your selling Brinkley Dealer or other authorized Brinkley Dealer. If the facts and circumstances of your situation warrant, we will, in our discretion, pay to have a mobile technician come to you to perform the work.

We apologize for any frustration or inconvenience this situation causes you and your family. We wish you and your families happy camping.

Sincerely,

Brinkley Customer Care

Phone: (574) 501-4280

Email: CustomerCare@BrinkleyRV.com

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