

Summary of communications for **CSC-2501: Model I Battery Ground**

Uploaded to NHTSA portal 4/29/25

- **Claim Preparation & Filing Instructions:** Issued 4/22/25
- **Owner Notification Letter:** Issued 4/24/25
- **Dealer on-line Portal Notice:** Issued 4/22/25
- **Dealer e-mail:** Issued 4/22/25
- **Retail e-mail:** Issued 4/24/25
- **Field Work Instruction:** Issued 4/24/25
- **Social Media Post:** Issued 4/24/25



## **Customer Satisfaction Campaign CSC-2501**

### **Claim Preparation & Filing Instructions**

Please complete a warranty claim pre-authorization request using the following codes & labor times:

**Labor:**

Flat Rate Code: **CSC-2501**  
Fault Code: **Improperly Installed – Poor/Open Electrical Connection**  
Tread Code: **11 - Electrical**  
Time Allowed: **0.7 hrs**

**Parts:**

Standard shop tools are required, along with commonly available parts (electrical terminations, electrical tape, and a self-drilling screw).

**Pre-Authorization:**

Pre-authorization required for this CSC?  Yes  No

Photo required?  Yes  No \*Photo of final ground location per Work Instruction\*

**Claim Filing:**

When the repair is complete, promptly file a claim through our dealer portal, addressing all requirements set forth by the associated flat rate code. If you have any questions, please call our Customer Care Team at (574)501-4280.



# BRINKLEY

April 24, 2025

<Retail Name & Address>

VIN: <VIN>

RE: Model I Customer Satisfaction Campaign: CSC-2501  
Model I Battery Ground

**VINs Affected: 000001 – 000016, 000067 – 000078, 000094, 000100 – 000119, 000135 – 000164, 000185 – 000214, 000235 – 000250, 000253-000264, 000266 – 000284, 000287, 000294-000300, 000306, 000309-000315, 000318, 000320-000328, 000351**

Dear <Customer>,

It has come to our attention that on certain Model I Travel Trailers, the 12V battery ground may have been inadvertently omitted. We have not experienced failures in the field or in testing directly related to this specific failure, but believe a slight adjustment to the battery cable routing will implement a best practice, improving the longevity and quality of the associated electrical system.

The remedy for this concern is to provide a new battery frame ground at the location shown on the Work Instruction, which is available to Dealers and Mobile Technicians. It is highly recommended that a qualified Electrician or certified RV Technician performs the work.

We are instituting a Customer Satisfaction Campaign (CSC-2501) for all Model I units with VIN#'s referenced above.

All Dealers are being notified of this Campaign 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 promptly. While the subject condition poses no safety risk, it could potentially create a nuisance scenario under certain conditions within the product's intended application.

Please know that Brinkley Customer Care is here to help facilitate this remedy. We will happily help you locate an authorized Brinkley RV Dealer. If the facts and circumstances of your situation warrant, we will, at our discretion, work with a mobile technician to come to you to perform the work in accordance with our warranty guidelines. We apologize for any frustration or inconvenience that this situation causes to you and your family.

Sincerely,

## Brinkley Customer Care

Phone: (574) 501-4280

Email: [CustomerCare@BrinkleyRV.com](mailto:CustomerCare@BrinkleyRV.com)

## **CSC-2501: Model I Battery Ground**

BRV has issued a Customer Satisfaction Campaign (CSC-2501) related to the 12V battery ground in certain Model I units.

[View this email in your browser](#)



**MODEL I CUSTOMER SATISFACTION CAMPAIGN  
CSC-2501: MODEL I BATTERY GROUND**

April 22, 2025

Dear <dealer>,

It has come to our attention that on certain Model I Travel Trailers, the 12V battery ground may have been inadvertently omitted. We have not experienced failures in the field or in testing directly related to this specific failure, but believe a slight adjustment to the battery cable routing will implement a best practice, improving the longevity and quality of the associated electrical system.

Brinkley RV is conducting a Customer Satisfaction Campaign to address this concern for all Model I units within the following VIN Ranges:

**Model I VIN Range 000001 – 000016, 000067 – 000078, 000094, 000100 – 000119, 000135 – 000164, 000185 – 000214, 000235 – 000250, 000253-000264, 000266 – 000284, 000287, 000294-000300, 000306, 000309-000315, 000318, 000320-000328, 000351**

The remedy for this concern is to provide a new battery frame ground at the location shown on the accompanying Work Instruction. It is highly recommended that a qualified Electrician or certified RV Technician performs the work. **Brinkley RV will pay for the Campaign to be completed. There is no charge to the customer for the remedy.**

See below/attached for further details and associated documentation:

1. Sample Retail Owner notification letter
2. Claim prep and filing instructions
3. CSC campaign field work instructions

Relevant information is also being communicated through our Dealer Portal. Retail customers are being notified by e-mail, Social Media and through traditional hard copy mailings.

Although the remedy is a simple one, we want to stress the importance of getting this remedy completed as soon as possible to ensure optimum long-term system performance.

We intend to notify affected Model I retail Customers starting on April 24, 2025 as well.

Thank you for your prompt time and attention to this CSC- we appreciate your partnership!

Sincerely,

**Brinkley Customer Care**

Phone: (574) 501-4280

Email: [CustomerCare@BrinkleyRV.com](mailto:CustomerCare@BrinkleyRV.com)

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You are receiving this email because you are a Brinkley RV dealer contact.

**Our mailing address is:**

Brinkley RV

1655 Brinkley Way

Goshen, IN 46528

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**CAUTION: EXTERNAL EMAIL**

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**CUSTOMER SATISFACTION CAMPAIGN  
MODEL I BATTERY GROUND  
CSC-2501**

April 24, 2025

<< Test FIRST NAME >>,

It has come to our attention that on certain Model I Travel Trailers, the 12V battery ground may have been inadvertently omitted. We have not experienced failures in the field or in testing directly related to this specific failure, but believe a slight adjustment to the battery cable routing will implement a best practice, improving the longevity and quality of the associated electrical system.

Brinkley RV is conducting a Customer Satisfaction Campaign to address this concern for all Model I units between VIN# ending in: **000001 – 000016, 000067 – 000078, 000094, 000100 – 000119, 000135 – 000164, 000185 – 000214, 000235 – 000250, 000253-000264, 000266 – 000284, 000287, 000294-000300, 000306, 000309-000315, 000318, 000320-000328, 000351.**

The remedy for this concern is to provide a new battery frame ground at the location shown on the Work Instruction, which is available to Dealers and Mobile Technicians. It is highly recommended that a qualified Electrician or certified RV Technician performs the work. **Brinkley RV will pay for the Campaign to be completed. There is no charge to the customer for the remedy.**

All Dealers are being notified of this Campaign as well, and work instructions have been provided.

Although the remedy is a simple one, we want to stress the importance of getting this remedy completed as soon as possible to ensure optimum long-term system performance.

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, at 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](mailto:CustomerCare@BrinkleyRV.com)

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**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

[Add us to your address book](#)

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You can [update your preferences](#) or [unsubscribe from this list](#).

**CAUTION: EXTERNAL EMAIL**



# CUSTOMER SATISFACTION CAMPAIGN

## MODEL I TRAVEL TRAILER

### 12 VDC GROUND INSTALLATION

<b>CSC:</b>	CSC-2501 REV-A		
<b>PRODUCT:</b>	Model I Travel Trailer		
<b>DATE:</b>	April 22 2025	<b>LABOR RATE:</b>	0.7 hours

**Applies to:**  
 This document refers to installation of a 12 VDC battery ground on Model I Travel Trailers with the following VINs:

- |               |               |
|---------------|---------------|
| 000001-000016 | 000287        |
| 000067-000078 | 000294-000300 |
| 000094        | 000306        |
| 000100-000119 | 000309-000315 |
| 000135-000164 | 000318        |
| 000185-000214 | 000320-000328 |
| 000235-000250 | 000351        |
| 000253-000264 |               |
| 000284        |               |

**Condition:**

Brinkley RV has determined that on some Model I units (listed above) the 12 VDC battery ground may have been inadvertently omitted. Brinkley RV will, at no charge to the customer, cover the cost to provide a new battery frame ground location per the attached instructions.

**Safety:**

Safety is, and should always be observed when performing any type of repair. ANSI (American National Standards Institute) has created a standardized labeling system for different levels of safety and danger. The label below provide information regarding those levels of danger, and should be observed and adhered to at all times.

## **⚠ WARNING**

The “WARNING” symbol above is a sign that a procedure has a safety risk involved and may cause death, serious personal injury, severe product and/or property damage if not performed safely and within the parameters set forth in this document.

---

## **⚠ WARNING**

**WARNING:** Both POSITIVE (+) and NEGATIVE (-) cables **MUST** be disconnected at the 12 VDC battery before starting any work. Unplug the RV from shore power. Failure to do so may result in property damage, sparks, flame, and personal injury or death.

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## **⚠ CAUTION**

The “CAUTION” symbol above is a sign that a procedure has a safety risk involved and may cause personal injury, product and/or property damage if not performed safely and within the parameters set forth in this document.

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## **⚠ CAUTION**

**CAUTION:** Always use caution when working under an RV. Be certain the RV is on relatively level ground, and the tires are properly blocked to prevent sudden or unexpected movement. Failure to do so may cause personal injury, product and/or property damage.

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## **⚠ CAUTION**

Always wear Personal Protection Equipment (PPE), such as eye protection, ear protection, gloves and possibly a full face shield depending on the nature of the task to be performed.

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## **+ NOTICE**

**NOTICE:** The battery ground can be installed in one of two places; either out in front along the hitch A-frame, or under the unit along the frame rail. The following process is the same for both locations.

## WARRANTY INFORMATION

### ADVANCED CONTACT OR PRIOR AUTHORIZATION REQUIRED CLAIM REIMBURSEMENT PROCESSING:

All reimbursement requests with completed work orders, including any freight expenses and photographs, should be submitted via a claim in the Brinkley RV Dealer Portal. If you do not have access to our Dealer Portal, a claim can be emailed to [CustomerCare@Brinkleyrv.com](mailto:CustomerCare@Brinkleyrv.com).

### REQUIRED INFORMATION FOR IMMEDIATE REIMBURSEMENT PROCESSING INCLUDES:

1. The full 17 digit VIN;
2. The Retail Name if retail sold;
3. Dealer Name;
4. Dealer Address;
5. Dealer Phone Number;
6. Dealer Hourly Labor Rate;
7. Work Order detailing the work performed and labor time, and
8. A photograph of the completed repair similar to Figure 8 or Figure 9 on page 6.

Reimbursement checks for claims submitted with all requested information are issued weekly.

### PARTS INFORMATION (Parts NOT provided)

#### CSC-2501 Model I 12VDC Ground Required Parts

PARTS	Qty
4/0 BATTERY TERMINALS	2
3/8 X 1" SELF DRILLING SCREW	1
ELECTRICAL TAPE	1 ROLL
BATTERY TERMINAL PROTECTIVE SPRAY	1 CAN

### REQUIRED TOOLS

1. Screw gun
2. 3/8" Socket
3. Large cable cutters
4. Power crimping tool (or manual equivalent)
5. Power grinder with T-29 aluminum grinding disc



1



3



5



2



4

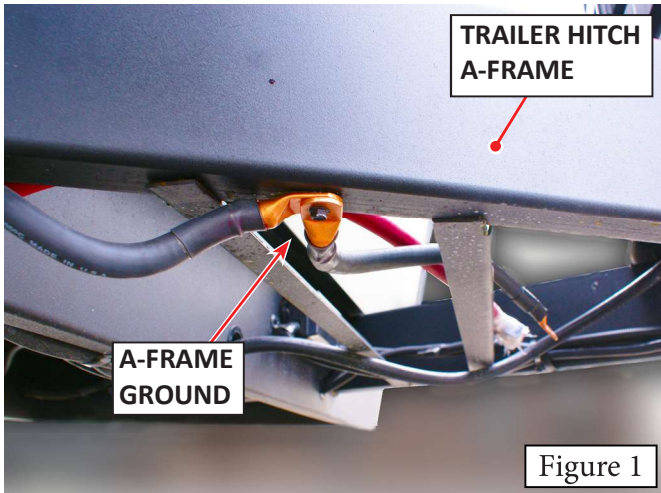


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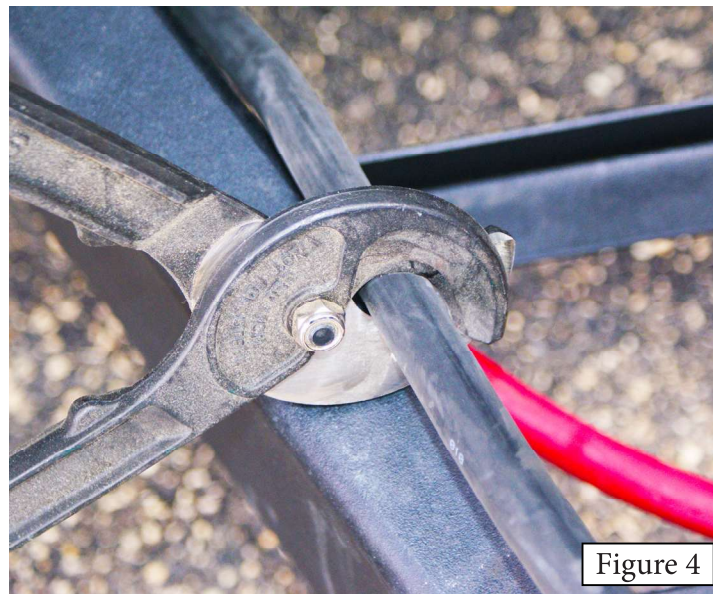
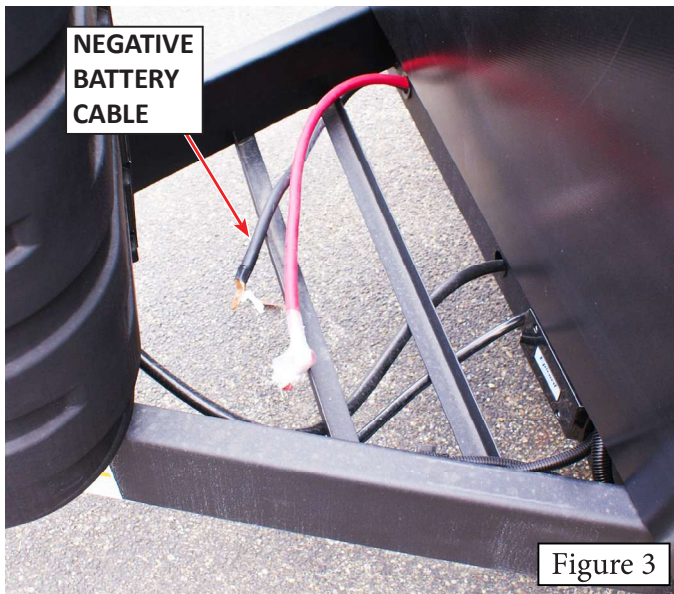


**WORK INSTRUCTIONS:**

1. **READ AND UNDERSTAND ALL INSTRUCTIONS PRIOR TO BEGINNING WORK.**
2. **Determine the location you want to install the chassis ground; either at the front A-frame (Figure 1) or under the unit on the frame rail (Figure 2). NOTE: These pics show the installed ground for clarity and to help you determine which location is best for you. Either location provides the same chassis ground.**



3. **Locate the 4/0 guage black NEGATIVE (-) battery cable at the battery connection location (Figure 3).**
4. **Use the large cable cutters to cut the 4/0 black NEGATIVE (-) cable at the location where you want to ground to the chassis (Figure 4).**



- Strip approximately 1" of insulation from the two ends of the ground cable and install 4/0 terminal ends on each. Crimp them securely using a power crimper or equivalent (Figure 5). Wrap electrical tape around the terminals to insulate.
- Use a power grinder with a T-29 aluminum grinding disc to remove the paint from the area where you are going to install the ground on the frame (Figure 6).

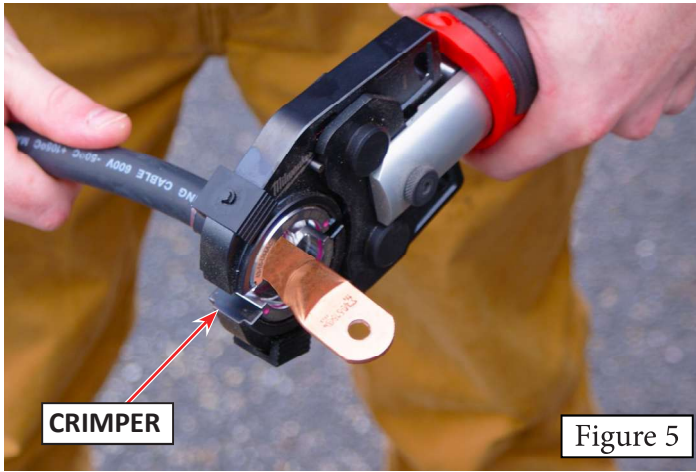


Figure 5

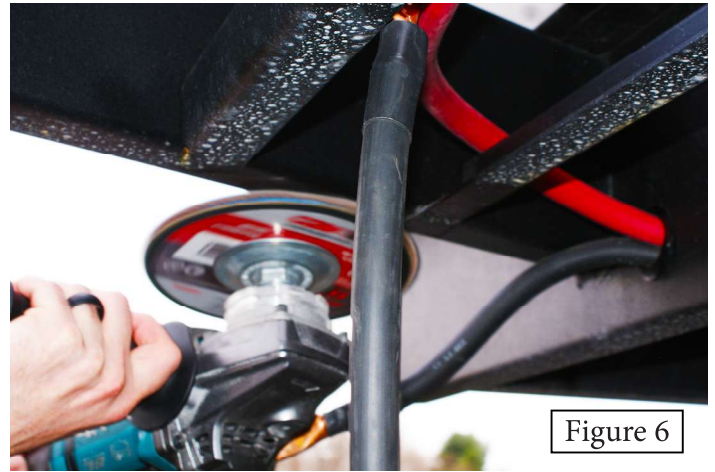


Figure 6

- Use a drill and a 3/8" socket driver to install the ground cables on the frame with a 3/8" X 1" self drilling screw (Figure 7).



Figure 7

8. Once the ground connection cables are installed, coat the connection and the frame area around the new ground connection with a battery terminal protector spray (NOTE the red coating on the grounded terminal connections - Figure 8 or Figure 9).
9. Installation complete. Figure 8 shows ground on front hitch A-frame; Figure 9 shows ground to frame rail under unit.





Brinkley Crew

Admin Top contributor · 4m · 🌐



## MODEL I CUSTOMER SATISFACTION CAMPAIGN

### CSC-2501: Model I Battery Wiring

Dear Valued Brinkley Model I Owners:

It has come to our attention that on certain Model I Travel Trailers, the 12V battery ground may have been inadvertently omitted. We have not experienced failures in the field or in testing directly related to this specific failure, but believe a slight adjustment to the battery cable routing will implement a best practice, improving the longevity and quality of the associated electrical system.

Brinkley RV is conducting a Customer Satisfaction Campaign (CSC) to address this concern for all Model I units between VIN# ending in 000001 – 000016, 000067 – 000078, 000094, 000100 – 000119, 000135 – 000164, 000185 – 000214, 000235 – 000250, 000253 - 000264, 000266 – 000284, 000287, 000294 - 000300, 000306, 000309 - 000315, 000318, 000320 - 000328, 000351.

*Our Customer Satisfaction Campaigns (CSC) focus on identified issues that don't meet the severity requirements of a Recall. These are voluntary campaigns for quality issues that may or may not pose any immediate concern, but left unaddressed, have the potential to become a nuisance and/or functional issue over time. Promptly addressing all BRV-issued campaigns will help keep your investment in great shape for long-term use!*

The remedy for this concern is to provide a new battery frame ground at the location shown on the Work Instruction provided to dealers. It is highly recommended that a qualified Electrician or certified RV Technician performs the work. **Brinkley RV will pay for the Campaign to be completed. There is no charge to you for the remedy.**

Please contact your dealer (or Mobile Technician) immediately and request a service appointment to schedule the free remedy. The vehicle Owner is responsible for arranging to have the work completed. That said, Brinkley Customer Care is here to assist and will help facilitate the repair as needed.

Owners within the CSC scope will be receiving letters in the mail with more information. Owners within the retail scope will also receive an email from Brinkley RV with the same information that is being mailed to your address of record. It is also very helpful for the dealership or technician to have a copy of that letter with you when you take your vehicle in for the CSC remedy. You may contact Brinkley Customer Care directly for assistance in facilitating the remedy via phone at (574) 501-4280 or via email at [CustomerCare@BrinkleyRV.com](mailto:CustomerCare@BrinkleyRV.com).

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- 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 you and your family.

Sincerely,

Brinkley RV