

Summary of communications for **CSC-2601: Model Z SlimRack+ Wire Securement**

Uploaded to NHTSA portal 4/30/26

- **Claim Preparation & Filing Instructions:** Issued 4/22/26
- **Owner Notification Letter:** Issued 4/30/26
- **Dealer on-line Portal Notice:** Issued 4/22/26
- **Dealer e-mail:** Issued 4/22/26
- **Retail e-mail:** Issued 4/27/26
- **Field Work Instruction:** Issued 4/22/26
- **Social Media Post:** Issued 4/27/26



Customer Satisfaction Campaign CSC-2601

Claim Preparation & Filing Instructions

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

Labor:

Flat Rate Code:	CSC-2601
Fault Code:	Improperly Installed – Poor/Open Electrical Connection
Tread Code:	11 - Electrical
Time Allowed:	0.25 hrs Per SlimRack+ Slide <u>(Inspect & Secure all wires)</u> 0.5 hrs Per SlimRack+ Wire Remove/Replace <u>as needed</u>

Parts:

Standard shop tools are required, along with commonly available parts (Zip Tie, electrical tape, self-drilling screw, wire connectors, 14/2 wire if needed).

Pre-Authorization:

Pre-authorization required for this CSC? ☐ Yes ☒ No

Photo required? ☒ Yes ☐ No

- Photos of wires secured by zip tie, per Work Instruction
- Photos of replacement wire butt connections (if necessary)

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.



April 27, 2026

<Retail Name & Address>

VIN: <VIN>

RE: Model Z Customer Satisfaction Campaign: CSC-2601
Model Z SlimRack+ Wire Securement

Model Z VINs Affected: 008896 – 012219, 012367 – 012414

Dear <Customer>,

It has come to our attention that certain Model Z Fifth wheels with the SlimRack+ bedroom and bunk room slides, may have wires that could inadvertently get caught in the slide mechanism. We believe new wire securement with proper cable routing will implement a best practice, improving the operation and quality of the associated slide and electrical system.

The remedy for this concern is to provide a new wire securement point at the location shown on the work instruction and verify proper wire routing, 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-2601) for all Model Z 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

CSC-2601: Model Z SlimRack+ Wire Securement

BRV has issued a Customer Satisfaction Campaign (CSC-2601) related to the SlimRack+ motor wire routing and securement on certain Model Z units.

[View this email in your browser](#)



**MODEL Z CUSTOMER SATISFACTION CAMPAIGN
CSC-2601: SlimRack+ Wire Securement**

April 22, 2026

Dear <dealer>,

It has come to our attention that certain Model Z Fifth wheels with the SlimRack+ bedroom and bunk room slides, may have wires that could inadvertently get caught in the slide mechanism. We believe new wire securement with proper cable routing will implement a best practice, improving the operation and quality of the associated slide and electrical system.

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

Model Z VIN: 008896 – 012219, 012367 – 012414

The remedy for this concern is to provide a new wire securement point at the location shown on the work instruction and verify proper wire routing. 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 Z retail Customers starting on April 27, 2026 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

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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 Z SlimRack+ Wire Securement
CSC-2601

April 27, 2026

<< Test FIRST NAME >>,

It has come to our attention that certain Model Z Fifth wheels with the SlimRack+ bedroom and bunk room slides, may have wires that could inadvertently get caught in the slide mechanism. We believe new wire securement with proper cable routing will implement a best practice, improving the operation and quality of the associated slide and electrical system.

Brinkley RV is conducting a Customer Satisfaction Campaign to address this concern for all Model Z units between VIN# ending in: 008896 – 012219, 012367 – 012414.

The remedy for this concern is to provide a new wire securement point at the location shown on the work instruction and verify proper wire routing, 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

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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

		SLIMRACK+ MOTOR WIRE INSPECTION AND REPAIR		4 3 2 1 0 3 Difficulty Level	
CSC:	CSC-2601 Model Z SlimRack+ Motor Wire Inspection and Repair				
PRODUCT:	Model Z	VIN Range:	008896 - 012219 012367 - 012414	REVISION:	REV-A
DATE:	April 22, 2026	LABOR RATE:	Confirm at Pre-Auth Stage		

Condition:

Brinkley RV has determined that under certain conditions, certain Model Z Fifth Wheels with the SlimRack+ bedroom and bunk room slides (SlimRack+ only, not the original SlimRack), may have wires that could inadvertently get caught in the slide mechanism. If the wire gets caught in the slide rails or other parts of the slide it may render the slide inoperable.

Correction:

Brinkley RV will have a local dealer or service repair center, and in some cases a mobile service technician, inspect and secure the wires as necessary to avoid damage. Any damaged wires will also be replaced.

Warranty Information:

Prior authorization is not required. A claim can be submitted directly with the supporting documentation below.

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 Portal, a claim can be emailed to CustomerCare@BrinkleyRV.com

Photos Required:

- Photos of wires secured by zip tie (see Figure 3).
- Repaired motor wiring using heat shrink butt connectors (if necessary).

Resources Required (Not Provided):

- Screw Gun
- Appropriate Drive Bit
- Screw-Mounted Zip Ties (2 per slide out)
- #10 x 3/4" Flat Head Screws (2 per slide out)

Resources Required for Wire Repair (Not Provided)

- Wire Cutters
- Wire Strippers
- Wire Crimpers
- 14 AWG Wire
- Heat Shrink Butt Connectors (14 Gauge)
- Heat Source (lighter, torch, etc.)

NOTE: READ AND UNDERSTAND ALL INSTRUCTIONS PRIOR TO BEGINNING WORK.

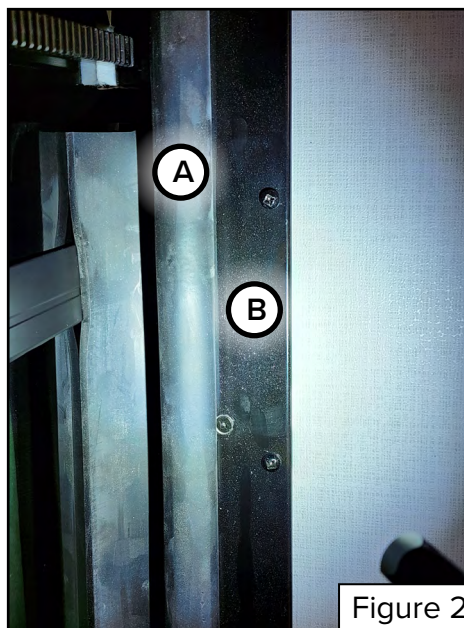
NOTE: All images in this instruction are to illustrate the process. Your specific unit may vary slightly, but the process remains the same.

INSPECTION AND SECUREMENT

1. Locate the SlimRack+ slide outs inside your unit (Figure 1).
2. If the slide out is fully extended (as shown in Figure 1), you will need to retract the slide out about 1/2 way in to have access to the motor column, which is attached to the wall and behind the fascia boards in Figure 1. Access to the motor column will vary by floor plan.



3. The motor wires should be secured behind the bulb seal (Figure 2A) on the face of the column (Figure 2B).
4. If the wires are secured behind the bulb seal and also have a screw mounted zip tie securing the wire at the top of the column (Figure 3A), the unit is safe to continue using as is and no further action is required.



5. If the wires are visible outside of the bulb seal (Figure 4A), and undamaged, they will need to be tucked back into the bulb seal (Figure 5A). If the wires are damaged at all, refer the to repair section below.
6. If there is no screw-mounted zip tie securing the wire at the top of the column as shown in Figure 3A, that will need to be added as well. Be sure to trim any excess zip tie material after securing.

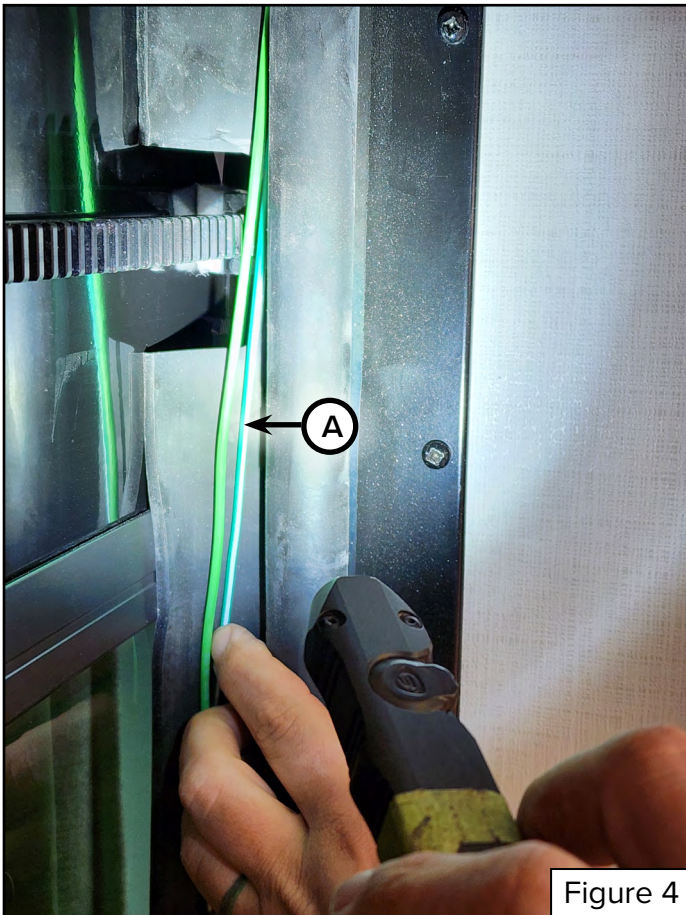


Figure 4



Figure 5

REPAIR

1. If the wires have been damaged by the slide mechanism (damage: cracked or stripped wire insulation, cut wires, etc.), the wires will need to be repaired.
2. Using the wire cutters, cut out the damaged portion of the wire(s).
3. Cut a length of listed 14 AWG wire to be a couple of inches longer than the damaged piece.
4. Using the wire strippers, strip the ends of the new wire and the wires you are splicing into.
5. Using heat shrink butt connectors, insert the new wire to replace the damaged section. Be sure to use an appropriate heat source to seal the connector over the ends of the wires. Use caution with the heat source so as to not damage the wires, the bulb seal, or the slide out wall material.
6. Once all of the splices have been properly connected and sealed, tuck the wiring into the bulb seal, and secure with the zip tie as shown in Figure 3A.
7. Repair complete.

MODEL Z CUSTOMER SATISFACTION CAMPAIGN

CSC-2601 Model Z SlimRack+ Wire Securement

Dear Valued Brinkley Model Z Owners:

It has come to our attention that certain Model Z Fifth wheels with the SlimRack+ bedroom and bunk room slides, may have wires that could inadvertently get caught in the slide mechanism. We believe new wire securement with proper cable routing will implement a best practice, improving the operation and quality of the associated slide and electrical system.

Brinkley RV is conducting a Customer Satisfaction Campaign (CSC) to address this concern for all Model Z units between VIN# ending in: **008896 – 012219, 012367 – 012414**

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 wire securement point at the location shown on the work instruction and verify proper wire routing, 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.

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 retail scope will also receive an email from Brinkley RV with the same information. This will be sent to your email 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.

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