



## **NHTSA Recall 24V-037**

Brinkley RV REC-2401

2/6/24 Communications Summary per [49 CFR § 573.6\(c\)\(10\)](#)

Hard copy letter mailed to Owners 2/5/24

\*also available in French-Canadian for 4 units overseen by Transport Canada\*



**IMPORTANT SAFETY RECALL**

CUSTOMER CARE – Recall Division  
1655 Brinkley Way East  
Goshen, Indiana 46526

**NHTSA RECALL:** 24V-037

**CANADA RECALL:** 2024-033

**Brinkley ID:** REC-2401

**Vehicle VIN:** «Name»

«Shipping\_Address1»

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THIS NOTICE APPLIES TO YOUR VEHICLE VIN LISTED ABOVE.

February 5, 2024

Dear «Current\_Retail\_Customer»:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Brinkley RV has decided that a defect, which relates to motor vehicle safety, exists in certain 2024 Brinkley RV Model Z recreational vehicles produced with certain axles manufactured by Lippert (Lippert part# 2022325350). This is to inform you that your vehicle may contain a defect that could affect the safety of a person.

For Canadian residents: This notice is sent to you in accordance with the requirements of the Motor Vehicle Safety Act. This is to inform you that your vehicle may contain a defect that could affect the safety of a person.

**WHAT IS THE DEFECT/NONCOMPLIANCE?**

It has been decided that the vehicles in the recall population may have a defective weld on the axle spindle due to the spindle being mis-located during the weld process.

**EVALUATION OF THE RISK TO THE VEHICLE AND OPERATOR(S) RELATED TO THE RECALL.**

Under certain conditions during travel, the spindle weld can fail allowing the spindle and wheel assembly to come off the axle, leading to an increased risk of vehicle crash.

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**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](http://www.brinkleyrv.com/dealer-locator). Brinkley RV and Lippert 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 immediately and request a service appointment to schedule the free remedy. The remedy is to inspect the suspect axles, with a certified inspection gauge, for weld location. If the location is correct, the axle will be documented as built correctly. If the location is incorrect (at any point around the full circumference of the weld), the axle will be replaced with a certified axle. Lippert (or certified 3<sup>rd</sup> party technician) will perform the inspections and axle replacement(s) if required. The vehicle Owner is responsible for arranging to have the work completed. Please state that you have been notified by Brinkley RV of having a recall in process for your vehicle and provide the recall number to the dealership. It is also helpful to the dealership to have a copy of this letter with you when you take your vehicle in for 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](mailto:CustomerCare@BrinkleyRV.com).

**HOW LONG WILL THE REMEDY PROCESS TAKE?**

The estimated time of repair is: 0.5 hours (inspection only), 1.0 hours per axle replacement. The dealership may need to keep your vehicle or schedule your appointment at a later date to fit into their regular service schedule.

**WHAT IF YOU HAVE PREVIOUSLY PAID FOR REPAIRS TO YOUR VEHICLE FOR THIS PARTICULAR CONDITION?**

If you have already paid for a repair that is within the scope of this defect under recall, you still need to have this recall inspected and/or performed to ensure the correct parts and procedures were utilized.

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1655 Brinkley Way East  
Goshen, Indiana 46526

Additionally, you may be eligible for a refund of previously paid repairs. Refunds will only be provided for units within the scope of this defect under recall. Please send the service invoice to the following address:

Brinkley RV  
Attn: Customer Care – Recall Division  
1655 Brinkley Way East  
Goshen, Indiana 46526

**WHAT IF YOU NO LONGER OWN THIS VEHICLE?**

If you no longer own this vehicle (or the vehicle has been leased) and you have the address for the current owner/lessee, please forward this letter to the new owner within 10 working days after the day in which the notice is received. You have received this letter because government regulations require that a notification is sent to the last known owner of record. Our records indicate that you are the current owner.

**PLEASE NOTE: FEDERAL LAW REQUIRES THAT ANY VEHICLE LESSOR RECEIVING THIS RECALL NOTICE MUST FORWARD A COPY OF THIS NOTICE TO THE LESSEE WITHIN TEN DAYS.**

**MAY BRINKLEY RV ASSIST YOU FURTHER?**

If you have difficulties getting your vehicle repaired, or have any questions or concerns whatsoever, please do not hesitate to contact us and we will be happy to assist you:

Brinkley Customer Care  
(574) 501-4280  
[CustomerCare@BrinkleyRV.com](mailto:CustomerCare@BrinkleyRV.com).

If you are still having difficulty getting your vehicle repaired in a reasonable amount of time or without charge, you may write to the following address:

**For US Owners Please Contact:**

Administrator  
National Highway Traffic Safety Administration  
1200 New Jersey Ave, S.E.  
Washington, D.C. 20590

Or you may call the toll free Vehicle Safety Hotline  
at 1-888-327-4236 or (TTY: 1-800-424-9153).

Or visit [www.safercar.gov](http://www.safercar.gov) and search;  
Recall ID:24V-037

**For Canadian Owners Please Contact:**

Head of Recalls  
Motor Vehicle Safety Investigations Laboratory  
Transport Canada  
80 Noel Street, Gatineau, Quebec, J8Z 0A1

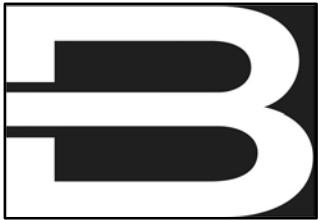
Telephone: (800) 333-0510  
Facsimile: (819) 420-4292

Recall ID: 2024-033

CUSTOMER CARE – Recall Division  
1655 Brinkley Way East  
Goshen, Indiana 46526

We at Brinkley RV apologize for any inconvenience that this recall causes you. Please do not hesitate to contact us if you have any questions or require assistance completing the recall.

Sincerely,



Brinkley RV

e-mail to Dealers 2/5/24

[View this email in your browser](#)

## IMPORTANT SAFETY RECALL



### MODEL Z RECALL LIPPERT AXLE SPINDLE WELD

February 5, 2024

<< Test Name >>,

It has come to our attention that on certain Model Z Fifth Wheels there may be a defective weld on the axle spindle due to the spindle being mis-located during the weld process.

We are conducting a Recall Campaign to address this concern for all Model Z units within the following VIN ranges: (Last 6 digits): [REDACTED].

The remedy is to inspect the suspect axles, with a certified inspection gauge, for weld location. If the location is correct, the axle will be documented as built correctly. If the location is incorrect (at any point around the full circumference of the weld), the axle will be replaced with a certified axle. It is highly recommended that Lippert (or a qualified 3<sup>rd</sup> party RV Technician) performs the work. **Brinkley RV and Lippert will**

pay for the Campaign to be completed. There is no charge to you for the remedy.

See below/attached for further details and associated documentation:

1. [Sample Retail Owner Notification Letter / French](#)
2. [Claim Prep and Filing Instructions / French](#)
3. [Recall Field Work Instructions / French](#)
4. [NHTSA 573 Safety Recall Report](#)
5. [NHTSA Recall Acknowledgement Letter](#)

Relevant information is also being communicated via our Dealer Portal. Retail customers are being contacted by our Customer Care team directly by phone, and through traditional hard copy mailings.

We apologize for any frustration or inconvenience that this situation causes.

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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[Why Brinkley RV?](#) | [Model Z AIR TT](#) | [Model Z](#) | [Model G](#) | [BrinkleyRV.com](http://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

[Add us to your address book](#)

Want to change how you receive these emails?

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

**CAUTION: EXTERNAL EMAIL**

Claim Prep & Filing Instruction (e-mail to Dealers and on Brinkley RV portal 2/5/24

\*also available in French-Canadian for 4 units overseen by Transport Canada\*

## IMPORTANT SAFETY RECALL INFORMATION



### NHTSA Recall 24V-037

#### Claim Preparation & Inspection/Repair Instructions

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

#### Labor:

Flat Rate Code:	900002
Fault Code:	Recall
Time Allowed (Inspection):	0.5 hrs/Vehicle
(Replacement):	1.0 hrs/Axle

#### Parts (where necessary):

AXLE: AXLE CURT 7000# 8 LUG W/ELECTRIC BRAKES & BRONZE BUSHING HUB FACE 86 1/2" SPRING CENTER 68 1/2" STUD 9/16- BRV Part #1000000, Lippert Part # 2022325350

AP Kits (single axle): BRV 104921 (2), 104922 (2), 104920 (2), 104919 (6)- Lippert 156766 (2), 71620515 (2), 126238 (2), 122103 (6)

AP Kits (2 axles): BRV 101493 (1)- Lippert 156767 (1)

\*Note: Parts are only available to order by VIN - NO STOCK ORDERS\*

#### Pre-Authorization:

All Brinkley RV dealer recalls will require preauthorization approval prior to claim creation. Promptly file preauthorization through our dealer portal using the information

above. Required photos (per axle): 1) Axle Serial # tag, and 2) weld gauge photos (4 per axle at 90-degrees per Recall documentation).

**Claim Filing:**

When repair is complete, promptly file a claim through our dealer portal. If you have any questions, please call our Customer Care Team at (574)501-4280.

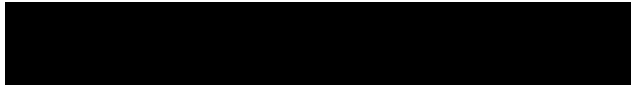
**Recall 24V-037 (Flat Rate 900002) – Lippert Axle Spindle Weld**

It has been decided that the Model Z vehicles in the recall population may have a defective weld on the axle spindle due to the spindle being mis-located during the weld process. The remedy includes inspection of the spindle weld locations, and where necessary, subsequent axle replacement(s). Brinkley RV and Lippert will completely cover the costs for the remedy. Brinkley RV and Lippert are reaching out to owners to schedule the inspection/repair procedure (preferably by Lippert technicians). Where it is not feasible to have Lippert technicians perform the work, Brinkley RV will work with the owner to have the work performed by another 3<sup>rd</sup> party technician.

This recall affects a total of 17 retail-owned vehicles; no dealer inventory is included in the scope of this recall.

VIN Range 1:

VIN Range 2:



**NOTICE**

**IT IS A VIOLATION OF FEDERAL LAW FOR A DEALER TO SELL OR LEASE ANY  
NEW VEHICLES IN DEALER INVENTORY COVERED BY THIS NOTIFICATION  
UNTIL THE VEHICLE HAS BEEN REPAIRED.**

Work Instructions (e-mail to Dealers and on Brinkley RV portal 2/5/24

\*also available in French-Canadian for 4 units overseen by Transport Canada\*

# AXLE SPINDLE WELD INSPECTION

NHTSA Recall Number:	24V-037	Brinkley Recall Number	REC-2401
Product:	Spring Axles	Labor	0.5 hours inspection only
Date:	January 31, 2024	Rate:	1.0 hour axle replacement (per axle)

## Purpose

This document outlines how to perform an inspection of spindle weld locations on Lippert axles using a weld gauge. Due to a manufacturing error, the weld joining the spindle to the main beam of axle may not be properly placed, which could result in improper weld penetration or an otherwise deficient weld.

Inspect the axle using the provided weld gauge, if the location is correct, no further action is needed. If the location is incorrect (at any point around the full circumference of the weld), the axle will need to be replaced.

## Safety

This document provides general instructions. Many variables can change the circumstances of any procedure, i.e. the degree of difficulty involved in the service operation and the ability level of the individual performing the operation. This document cannot begin to plot out procedures for every possibility, but will provide the general instructions for effectively installing, removing or servicing the system. In the event the skill level required is too advanced or the procedure too difficult, a certified technician should be consulted before performing the necessary operation. Failure to correctly install, remove or service the system may result in voiding the warranty, inflicting injury or even death.

### **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.

### **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.

### **WARNING**

The trailer **MUST** be supported per manufacturer's recommendations before working underneath. Failure to do so may result in death or serious injury.

### **CAUTION**

Moving parts can pinch, crush or cut. Keep clear and use caution.

NHTSA Recall Number:	24V-037	Brinkley Recall Number	REC-2401
Product:	Spring Axles	Labor	0.5 hours inspection only
Date:	January 31, 2024	Rate:	1.0 hour axle replacement (per axle)

## Resources Required

- Weld gauge (Fig. 1)

Fig. 1



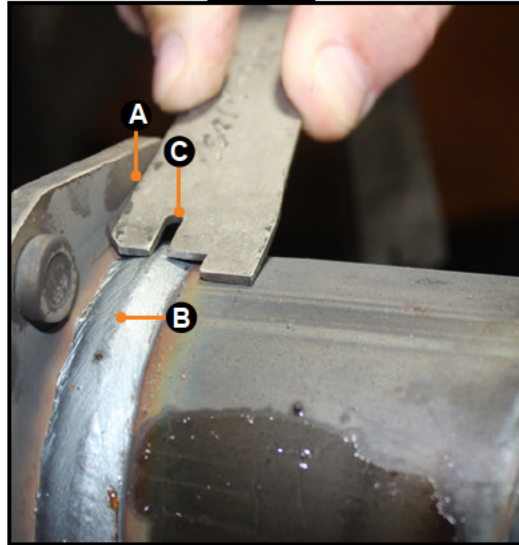
## Instructions

1. Visually inspect the spindle weld location around the full circumference of the weld at 12, 3, 6 and 9 o'clock positions using a weld gauge (Fig. 2).

**NOTE:** Ensure the back edge of the weld gauge is flush against the back of the spindle flange (Fig. 2A).

2. Determine if the crown of the weld (Fig. 2B) is within the weld gauge specifications (Fig. 2C).
3. If the location is outside of the gauge parameters (at any point around the full circumference of the weld), the axle will need replaced.

Fig. 2



### For axle replacement:

1. For axle replacement instructions, see Spring Axle Installation and Owner's Manual:  
<https://lci-support-doc.s3.amazonaws.com/manuals/axles-and-suspension/ccd-0007318.pdf>
2. Brakes **MUST** be burnished after axles are replaced. See Proper Way to Burnish Your Trailer Brakes video:  
<https://youtu.be/d9HDloz9fq8?si=xJDiwkgDrF6JMxm1>