



Brinkley RV Customer Satisfaction Campaign CSC-2401

2/8/24 Communications Summary per 49 CFR § 579.5

Hard copy letter mailed to Owners 2/8/24



BRINKLEY

February 8, 2024

«Retail_Shipping_Address»

VIN: «VIN»

RE: Model G Customer Satisfaction Campaign: CSC-2401
Ice Maker Water Line Leak

**VINs Affected = Last 6 digits 000006 – 000010, 000012-000076, 000078-000084,
000086-000089, 000091**

Dear «Current_Retail_Customer»,

It has come to our attention that on certain Model G Fifth Wheels, under certain conditions, the water supply line to the ice maker may pull loose (or out), creating a water leak.

The remedy for this condition is to replace the water supply line to the ice maker to minimize chances of future water leaks. It is highly recommended that a qualified plumber/electrician or certified RV Technician performs the work.

We are instituting a Customer Satisfaction Campaign (CSC-2401) for all Model G units with VIN#'s as 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. If left unaddressed for a period of time, more significant damage to the unit could develop.

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, in 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

e-mail to Dealers 2/5/24

[View this email in your browser](#)



**MODEL G CUSTOMER SATISFACTION CAMPAIGN
ICE MAKER WATER LINE**

February 5, 2024

<< Test Name >>,

It has come to our attention that on certain Model G Fifth Wheels, under certain conditions, the water supply line to the ice maker may pull loose (or out), creating a water leak.

We are instituting a Customer Satisfaction Campaign to address this concern for all Model G units with VIN#'s (Last 6 digits): 000006 – 000010, 000012-000076, 000078-000084, 000086-000089, 000091.

The remedy for this condition is to replace the water supply line to the ice maker to minimize chances of future water leaks. It is highly recommended that a qualified plumber/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.**

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 Social Media and via our Dealer Portal. Retail customers are being notified by e-mail and through traditional hard copy mailings.

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

Let's Get Social!



[Why Brinkley RV?](#) | [Model Z AIR TT](#) | [Model Z](#) | [Model G](#) | [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](#).

[e-mail to Retail Owners 2/7/24](#)

[View this email in your browser](#)



**MODEL G CUSTOMER SATISFACTION CAMPAIGN
ICE MAKER WATER LINE**

February 7, 2024

<< Test FIRST NAME >> << Test LAST NAME >>,

It has come to our attention that on certain Model G Fifth Wheels, under certain conditions, the water supply line to the ice maker may pull loose (or out), creating a water leak.

The remedy for this condition is to replace the water supply line to the ice maker to minimize chances of future water leaks. The remedy is detailed out in the associated Brinkley RV document referenced by the CSC number (CSC-2401). It is highly recommended that a qualified plumber/electrician or certified RV Technician performs this work.

We are instituting a Customer Satisfaction Campaign (CSC-2401) for all Model G units with VIN#'s as referenced below:

VINs Affected = Last 6 digits: 000006 – 000010, 000012-000076, 000078-000084, 000086-000089, 000091

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. If left unaddressed for a period of time, more significant damage to the unit could develop.

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, in 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 Care

(574)501-4280 | 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](#)

Want to change how you receive these emails?

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

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



Customer Satisfaction Campaign CSC-2401

Claim Preparation & Repair Instructions

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

Labor:

Flat Rate Code:	CSC-2401
Fault Code:	Improperly Installed
Time Allowed:	1.5 hrs

Parts:

Ice Maker Waterline Replacement Kit: - BRV Part #K108113

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

Pre-Authorization:

No pre-authorization is required for this CSC.

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 RV Social Media Posting (2/7/24)

MODEL G CUSTOMER SATISFACTION CAMPAIGN

CSC-2401: Ice Maker Water Line Leak

Dear Valued Brinkley Model G Owners:

It has come to our attention that on certain Model G Fifth Wheels, under certain conditions, the water supply line to the ice maker may pull loose (or out), creating a water leak.

The remedy for this condition is to replace the water supply line to the ice maker to minimize chances of future water leaks. It is highly recommended that a qualified plumber/electrician or certified RV Technician performs the work.

This Customer Satisfaction Campaign only affects Model G and includes the following units (last 6 digits of your VIN): 000006 – 000010, 000012-000076, 000078-000084, 000086-000089, 000091.

Please contact your dealer 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. Please also note that the repairs must be performed by a plumber/electrician or RV technician. Brinkley Customer Care has the remedy kits in stock and will ship these to your dealer or technician immediately upon request. The remedy process will take roughly 90 minutes to perform.

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 to 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 and 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 to you and your family.

Sincerely,

Brinkley RV

CSC-2401 Work Instruction (e-mail to Dealers and on Brinkley RV portal week of 2/5/24)



CUSTOMER SATISFACTION CAMPAIGN MODEL G 5th WHEEL

CSC NUMBER:	ICE MAKER WATER LINE LEAK - CSC - 2401		
PRODUCT:	BRINKLEY MODEL G FIFTH WHEELS		
DATE:	02/01/2024	LABOR RATE:	1.5

Applies to:

This document refers to Brinkley G-series 5th Wheels with VIN's as listed below:

Affected Vehicle Identification Numbers	
From	To
0006	0010
0012	0076
0078	0084
0086	0089
0091	

Condition: Brinkley RV has determined that on certain Model G Fifth Wheels, under certain conditions, the water supply line to the ice maker may pull loose, or out, creating a water leak.

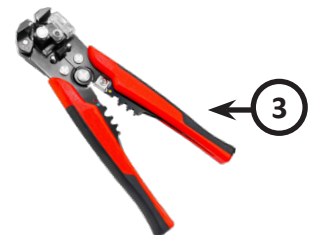
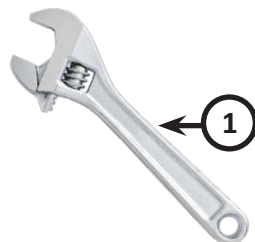
Correction: As a proactive measure, and to protect our customer's investment, Brinkley RV will, at no charge to the customer, pay to perform this procedure on VIN specific Model G fifth wheels listed above.

Ice Maker Waterline Replacement Kit K108113

Part Number	Description	Qty
101916	WAGO 3-LEVER CONNECTOR	2
103897	ICE MAKER WATER LINE	1
101006	BLACK SILICONE	1
101682	15" ZIP TIES	7

Required Tools:

1. Crescent wrenches - two (2)
2. Screw gun with #2 square drive bit and 3/8" socket
3. Wire strippers
4. Razor knife (not shown)



NO ADVANCED CONTACT OR PRIOR AUTHORIZATION REQUIRED

CLAIM REIMBURSEMENT PROCESSING:

All reimbursement requests with completed work orders, including any freight expenses, 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 VCB-claims@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. Photo of completed repairs.

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

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 causing 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.

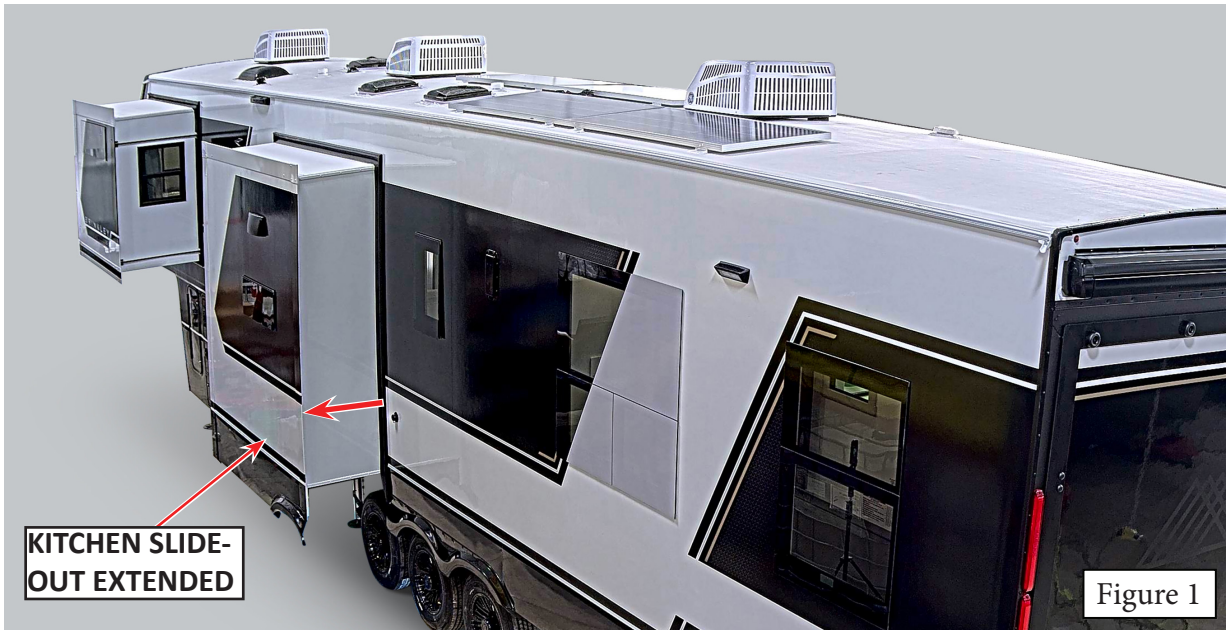
⚠ CAUTION

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.

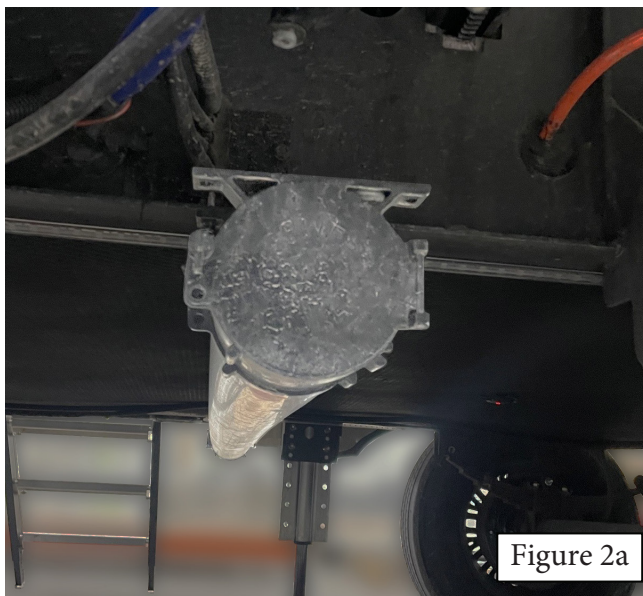
+ NOTICE

Use caution not to damage the underbelly material and structure when removing and installing.

1. READ AND UNDERSTAND ALL INSTRUCTIONS PRIOR TO BEGINNING WORK.
2. Fully extend the off-door side kitchen slide-out (Figure 1).



3. Locate and remove sewer hose storage tube (Figure 2a and Figure 2b).



+ NOTICE

DO NOT cut the underbelly material. Brinkley RV does not approve of, or cover cost of, cutting of the underbelly material.

4. Drain fresh water tanks. Thereafter, remove the fresh water tank drain valves by unscrewing them from the tanks (Figure 3).

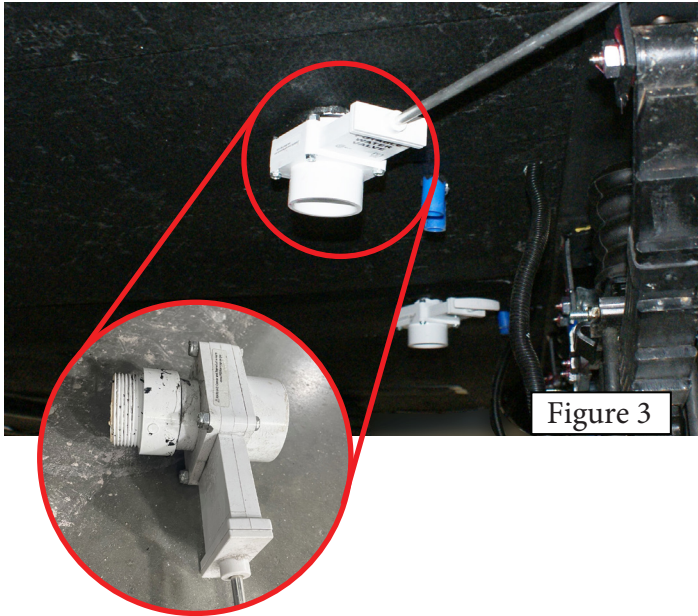


Figure 3

5. Pull a section of underbelly down to expose the holding tanks, water lines and ice maker water line heater wiring (Figure 4a, Figure 4b and Figure 4c).

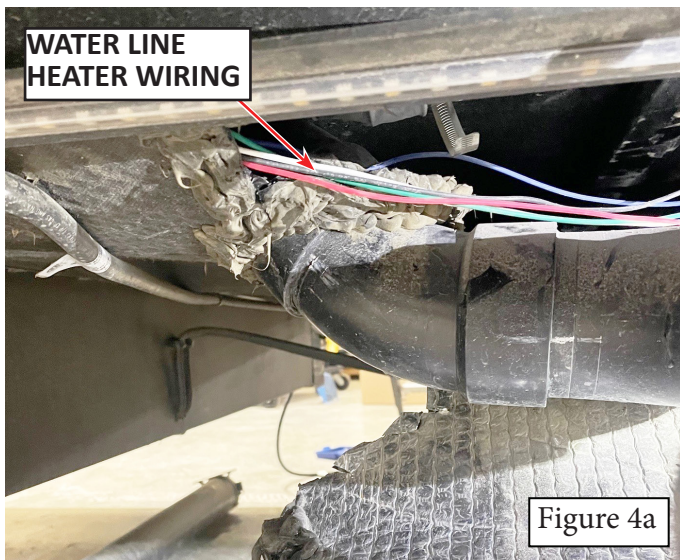


Figure 4a

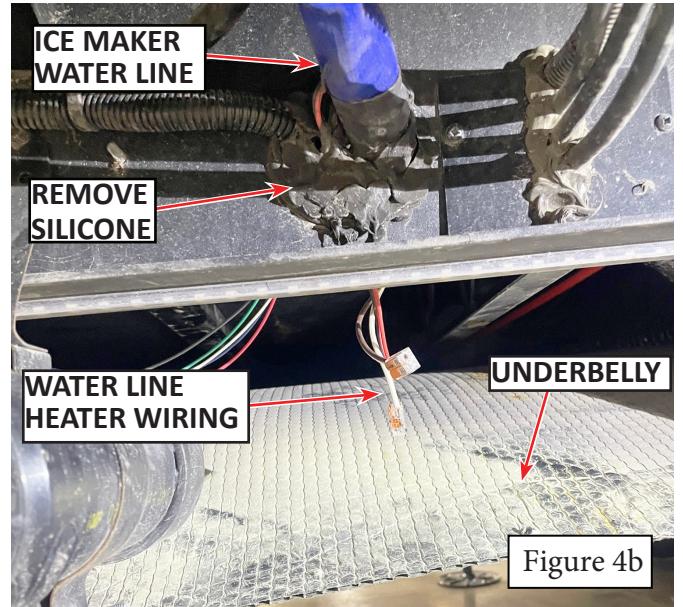


Figure 4b

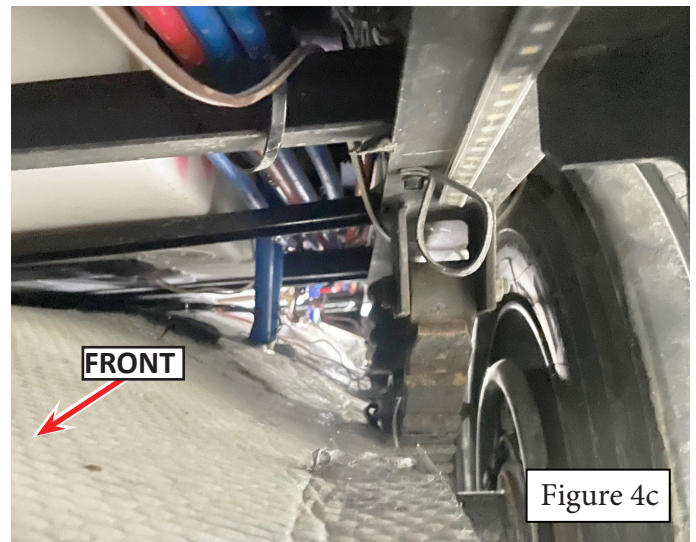
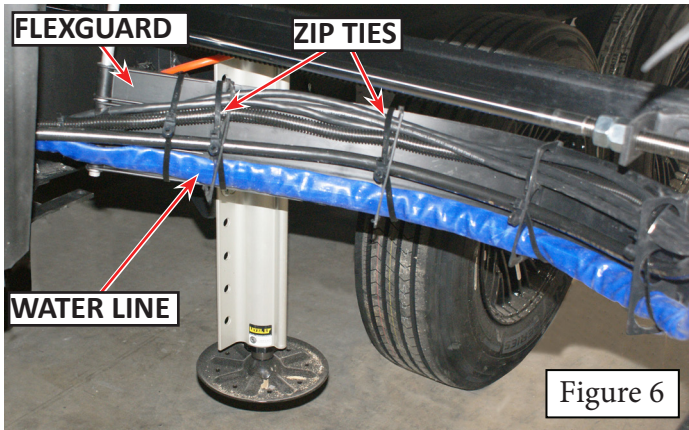


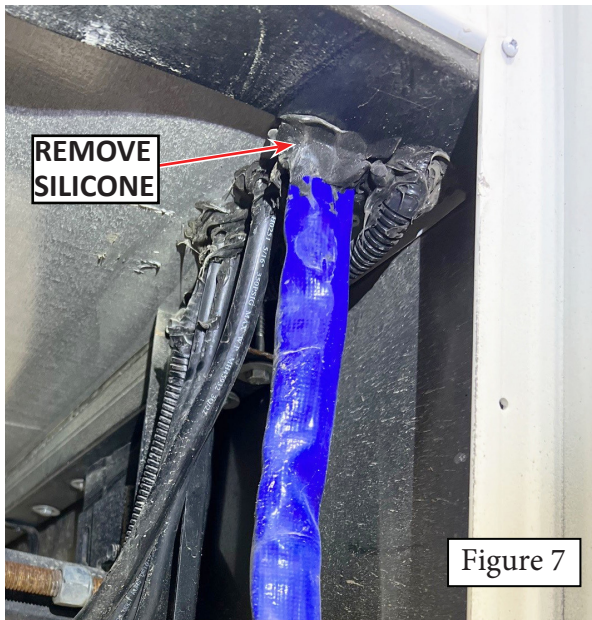
Figure 4c

6. Carefully remove the silicone where the water line and wiring pass through the frame rail (Figure 4b).

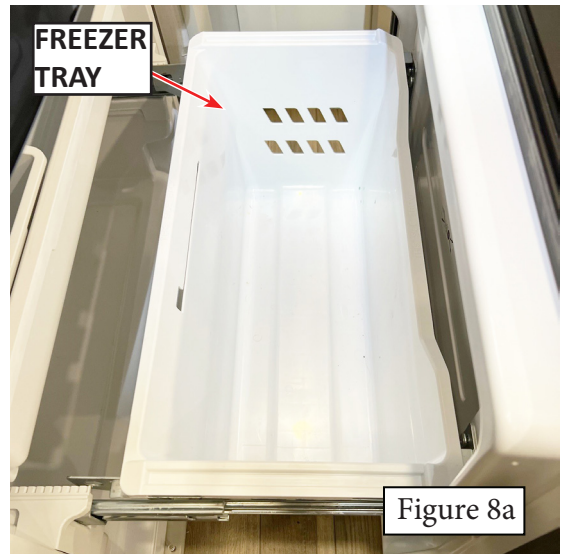
7. Cut the zip ties holding the blue ice maker water line to the Flexguard (Figure 6).



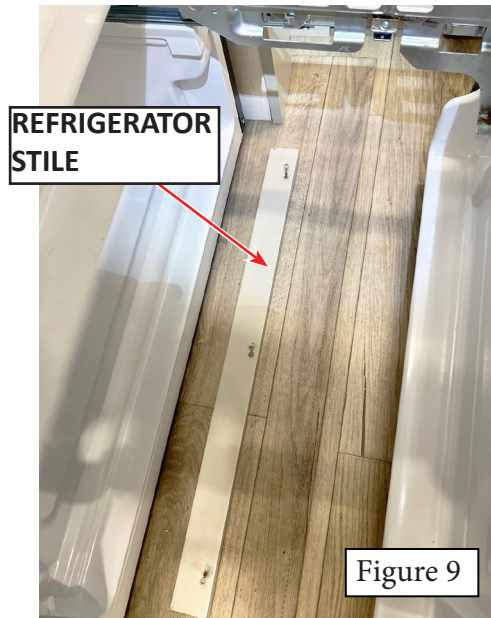
8. Remove the silicone where the ice maker water line goes up through the slide-out floor (Figure 7).



9. Open the freezer drawer in the refrigerator and remove the freezer tray (Figures 8a and 8b).



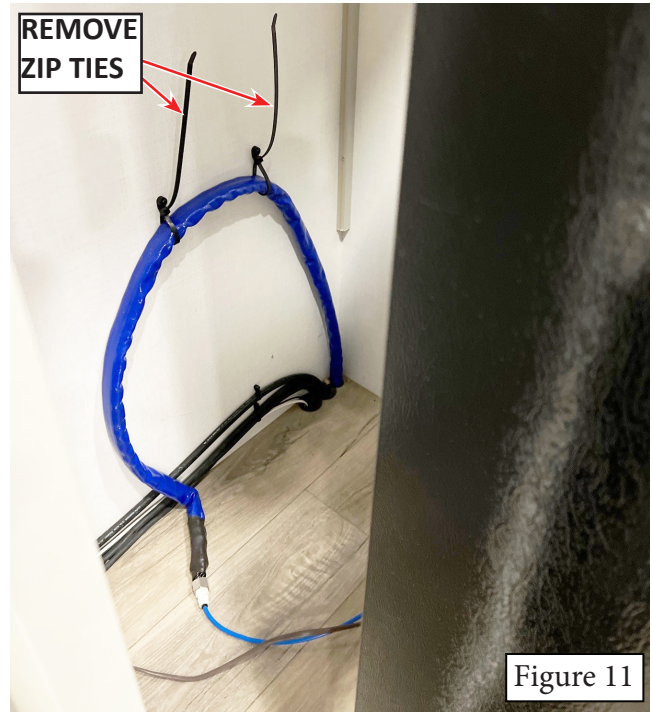
10. Use a screw gun and #2 square drive bit to remove the three (3) screws holding the refrigerator stile. Set stile and fasteners aside (Figure 9).



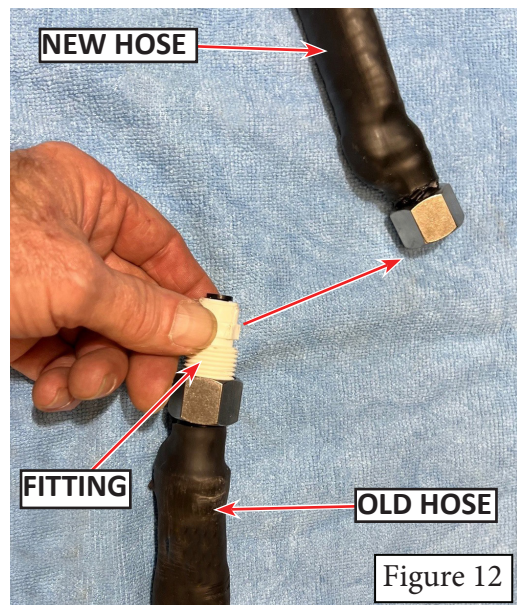
11. Remove the handles for the doors and freezer drawer by pulling them straight up and toward you (Figure 10). Set handles aside.



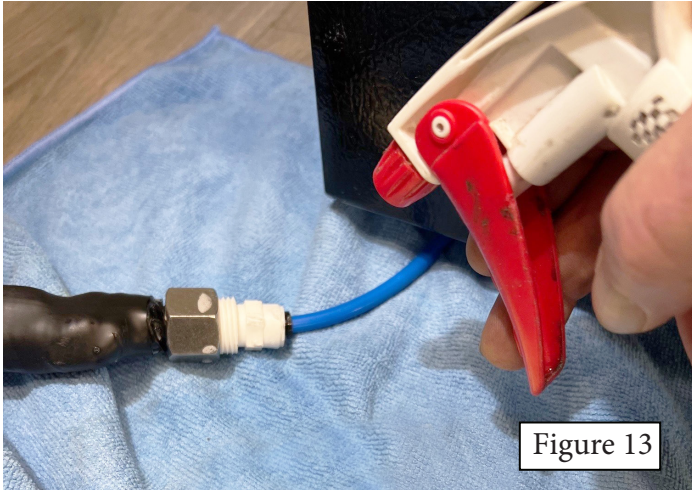
12. Pull the refrigerator as far out of the opening as possible to access the ice maker water line. Remove the zip ties holding the ice maker water lines to the slide out wall (Figure 11).



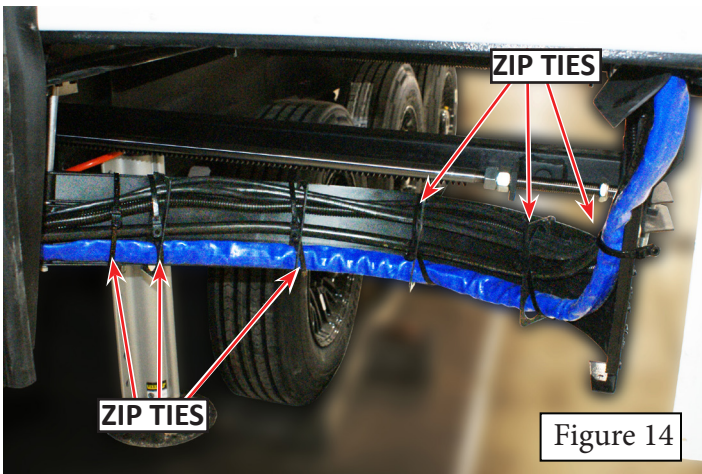
13. Disconnect the old water line and transfer the fitting to the new water line (Figure 12). Tighten fitting line finger tight into the new waterline, then use two crescent wrenches to tighten an additional 1/4 turn.



14. Attach refrigerator hose to water supply line. Be sure connection is secure. Attach the RV's fresh water system to a regulated compressed air line. Apply 30 psi of pressure to the system. Spray the new connections with soapy water. Watch for bubbles that would indicate a leak (Figure 13).



15. Route the new water line through zip ties behind the refrigerator (Page 6, Figure 11) and through the Flexguard supports below the slide out. Reconnect to the supply line (Figure 14). Install new zip ties to secure the ice maker water line to the Flexguard below the slide-out.



16. Once pressure testing is complete, push the refrigerator back into its opening and install the handles (Figure 15).



17. Install the stile holding the refrigerator in place using the original fasteners (Figure 16).



18. Place the freezer tray back into the freezer drawer (Page 5, Figure 8a).
19. Use black silicone (part #101006) to seal the water line at the openings in the frame rail and slide out floor (Page 4, Figure 4b and Page 5, Figure 7).
20. Locate heating element wires in the blue sheathing of the newly installed ice maker water line. Using two (2) Wago 3-position connectors, wire the water line heating element to the closest fresh water tank heat pad wiring (Figure 17). Wrap the Wago connectors in electrical tape to hold the levers in place.
21. Test tank heat pad and ice maker water line heating element for proper operation by using a clamp-on meter to ensure they are receiving power, or by turning the heat pads on for 30 minutes to make sure they are heating.

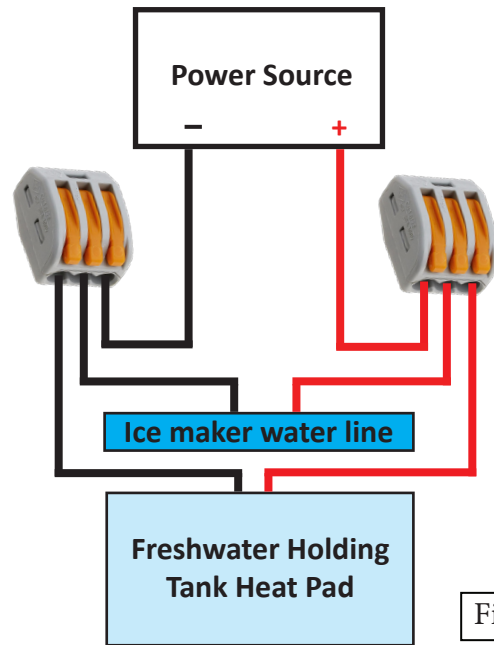


Figure 17

22. After confirming proper operation of the heating pads and ice maker water line heating element, install underbelly, fresh water tank drain valves, and sewer hose storage tube (Figure 18).



Figure 18