



AMH Products Pty Ltd
698 Nudgee Road
Northgate, QLD, 4013
In Australia: 1800 497 017

9 August 2023

Re Windsor Otway Entry Step & Awning Bracket

Dear Owner,

This notice applies to your vehicle (**Windsor Otway**).

AMH Products Pty Ltd (**AMH Products**), a related entity of Apollo Motorhome Holidays Pty Ltd (**Apollo**), the retailer of Windsor caravans and motorhomes, is conducting two Service Campaigns on your vehicle model.

Our records show that you are the owner of a vehicle affected by these Service Campaigns. These Service Campaigns affect Windsor Otway vehicles manufactured between September 2022 to April 2023.

This letter is to inform you that we have identified there could be a possibility of the entry step falling from the step bracket, and the awning requiring an additional bracket. For your convenience, we've included information for both Campaigns below.

WHAT ARE THE DEFECTS?

The extra bolts to secure the entry step may not have been applied to the manufacturer specifications, resulting in the entry step bending and may come away from the step bracket.

The rear bracket to support the awning may not have been applied to the manufacturer specifications, resulting in the rear of the awning to bend.

ARE THERE ANY IMMEDIATE ACTIONS?

Immediately start limiting use of the entry step & awning until the modification is completed.

HOW WILL THIS BE RECTIFIED?

An additional bracket will be fitted on the awning. Additional bolts will be fitted to the entry step.

BOOK IN FOR YOUR FREE MODIFICATION

You can book your free modification at any time by contacting AMH Products on 1800 497 017 regardless of where your Campervan was purchased.

If you have a preferred repairer or RV specialist you would like to use, please schedule the modification, and have the repairer contact us directly for authorisation and repair instructions.

HAVE YOU SOLD YOUR VEHICLE?



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If you have sold the above-mentioned vehicle, we ask that you please notify us on the relevant phone number or by emailing info@amhproducts.com.au

If possible, please advise the new owner's details, so that they can be notified of the service campaigns. We confirm that any information provided by you in respect to these service campaigns will be stored and used strictly in accordance with our privacy policy. You can view our privacy policy on the Apollo RV Sales website at apollovrsales.com.au/privacy

WHAT IF THE VEHICLE IS NOT LOCATED AT MY ADDRESS?

Please provide written authorisation to another individual to arrange the modification on your behalf in the event you are unable to access the vehicle, or it is in the possession of another person. We request that you promptly pass on the contents of this letter to the person authorised to act on your behalf.

DO YOU NEED FURTHER ASSISTANCE?

Should you have any queries regarding the contents of this letter or the service campaigns, please contact our dedicated AMH Products Team on 1800 497 017 (Monday to Friday 8.30am to 5.00pm AEST. Excl. Public Holidays) or by emailing info@amhproducts.com.au

Your continued satisfaction is important to us so, if your Windsor Otway is affected by these service campaigns, we strongly urge you to have the modification carried out as soon as possible. We sincerely apologise for any inconvenience this may cause you.

Yours Sincerely

Customer Service Team