



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

9 August 2023

Re Windsor Otway Water Tank Recall

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 a Recall on your vehicle model.

Our records show that you are the owner of a vehicle affected by this Recall. This Recall affects Windsor Otway vehicles manufactured between 1st September 2022 to 30th January 2023.

This letter is to inform you that we have identified there could be a possibility of the water tank swelling, requiring an additional bracket to be fitted.

WHAT ARE THE DEFECTS?

The middle bracket to support the water tank may not have been applied to the manufacturer specifications, resulting in the under-floor water tank to swell.

ARE THERE ANY IMMEDIATE ACTIONS?

Immediately start limiting use of the water tank until the modification is completed.

HOW WILL THIS BE RECTIFIED?

An additional bracket will be fitted on the underbody water tank.

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?

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



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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 this Recall, 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