



AMH Products Pty Ltd  
698 Nudgee Road  
Northgate, QLD, 4013

In Australia: 1800 497 017 In New Zealand: 0800 441 455

9 August 2023

## Re Fiat Ducato Tow Bar Load Capacity

Dear Owner,

This notice applies to your Fiat Ducato vehicle.

AMH Products Pty Ltd (**AMH Products**) a subsidiary of Apollo Motorhome Holidays Pty Ltd (**Apollo**), the manufacturer of Windsor & Winnebago, is conducting a service campaign on your vehicle model.

Our records show that you are the owner of a vehicle affected by this service campaign. This service campaign affects Windsor & Winnebago Fiat Ducato vehicles manufactured between January 2012 to July 2022

This letter is to inform you that we have identified a potential issue whereby the Fiat Alko Chassis tow ball load capacity is overrated.

### WHAT IS THE DEFECT?

The Fiat Alko chassis tow ball load capacity has been overrated. The correct tow ball load rating is 80 kilograms (as opposed to 120 kilograms which is listed on the tow bar plate).

### ARE THERE ANY IMMEDIATE ACTIONS?

Please only tow where the ball rating does not exceed 80 kilograms.

### HOW WILL THIS BE RECTIFIED?

A new tow bar plate will be fixed to your vehicle with a tow ball load of 80 kilograms.

### 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 Motorhome was purchased.

If you have a preferred mechanic 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](mailto:info@amhproducts.com.au).

If possible, please advise the new owner's details, so that they can be notified of the service campaign. We confirm that any information provided by you in respect to this service campaign will

# Windsor

The Winnebago logo is displayed in a bold, red, italicized sans-serif font.

AMH Products Pty Ltd  
698 Nudgee Road  
Northgate, QLD, 4013

In Australia: 1800 497 017 In New Zealand: 0800 441 455

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](http://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 campaign, 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](mailto:info@amhproducts.com.au).

Your continued satisfaction is important to us so, if your vehicle is affected by this service campaign, 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