



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 Windsor Daintree Luton Covering Service Campaign

Dear Owner,

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

AMH Products Pty Ltd (**AMH Products**) a subsidiary of Apollo Motorhome Holidays Pty Ltd (**Apollo**), the manufacturer of Windsor, 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 Daintree vehicles manufactured between 1<sup>st</sup> of June 2022 & 25<sup>th</sup> of July 2022

This letter is to inform you that we have identified there could be a possibility of the luton cover's releasing from the vehicle during transit.

### WHAT IS THE DEFECT?

The adhesive used to secure the luton cover's may not have been applied to manufacturer specifications, resulting in the luton covers coming away from the Vehicle.

### ARE THERE ANY IMMEDIATE ACTIONS?

There are no immediate actions required for this service campaign.

### HOW WILL THIS BE RECTIFIED?

The luton covers will be replaced and reapplied according to manufacturer specifications.

### 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 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](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

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be stored and used strictly in accordance with our privacy policy. You can view our privacy policy on the Apollo RV Sales website at [apollorvsales.com.au/privacy](http://apollorvsales.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 Windsor Daintree 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