



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

**SERVICE CAMPAIGN**  
**CONTACT ATTEMPT 1**

**Date:** 9 August 2023  
**Our Reference:** SC054

Dear Owner,

**Vehicle Service Campaign SC054**  
**Windsor Genesis**  
**Produced between June 2022 to November 2022**  
**Insufficient GTM**

**Condition:**

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 Service Campaign on your vehicle model.

The maximum ball and axel rating was not taken into account when calculating the GTM values.

**Hazard:**

This is a technical issue where the GTM information is incorrect.

**Rectification:**

As part of a Service Campaign, AMH Products will contact owners shortly to arrange for the modification to be carried out. This modification will be free of charge.

We request that you call AMH Products on 1800 497 017 (Australia) or 0800 441 455 (New Zealand), or email [info@amhproducts.com.au](mailto:info@amhproducts.com.au).

Should this Service Campaign have already been completed please disregard this letter.

Note: If you have sold the vehicle, please contact us in order for us to contact the new owner.

Your continued satisfaction is important to us so if your Windsor caravan 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  
AMH Products