

22 January 2019

To our Valued Installers

### **Re - TOW-PRO Elite V2 Recall**

REDARC Electronics has issued a product safety recall for certain serial numbers of the Tow-Pro Elite V2 (EBRH-ACCV2) electric trailer brake controllers as per the attached media release.

As part of the recall vehicle process, owners who have had a Tow-Pro Elite V2 installed between the 1<sup>st</sup> September 2018 and the 21<sup>st</sup> January 2019 are being asked to verify if the serial number of their installed product matches with a serial number of affected parts found on the REDARC website [www.redarc.com.au/recall-notice](http://www.redarc.com.au/recall-notice).

The reason for the recall is that the units in the affected range where the installation has not been carried out in accordance with the product manual, using dedicated wiring from a single battery supply, there is potential at any time for no trailer brake output indicated by a flashing yellow/red warning lamp. In which case the braking distance of the tow vehicle and trailer may be increased when towing.

As a result of this recall, you may be contacted by a number of your customers regarding potential affected units. It is important to note that only units fitted in this time frame are affected and all other units will operate without issue.

If you have a new unit in stock that is within the affected range you can return the unit to your distributor for a free replacement to the next generation Tow-Pro Elite EBRH-ACCV3.

If an owner finds they have a unit that is affected, they are being advised to contact REDARC who will coordinate a free replacement of the main control unit. Subsequently, REDARC may contact you to organise for a customer to come to you in order to have the replacement completed, we seek your assistance to carry out this work.

The replacement entails the changeover of the main control unit only. On our website we have produced several Tech Tips that detail how to check the serial number and how to complete the changeover.

In discussion with trade customers we anticipate that each changeover will take approximately 15-30 minutes, REDARC will provide a sum of \$50 inc GST for each unit that needs to be changed over, as well as provide the main control unit required for the replacement.

In the instance of a customer contacting you regarding the recall you can:

- Check the serial number as per our instructions on our website [www.redarc.com.au/recall-notice](http://www.redarc.com.au/recall-notice).
- If the unit is not within the serial number range, then there is no concern for your customer's installation and they can continue on using their Tow-Pro Elite V2.
- If the unit is within the affected range, then you can organise with the customer to undertake the changeover at your earliest convenience. To receive the \$50 payment from REDARC for the changeover, we require that you undertake the following steps in order to carry out the changeover.
  1. Please record the serial number.
  2. Contact REDARC on 08 8322 4848 to organise a RMA number to be assigned against the unit serial number.
  3. REDARC will send a replacement main control unit to you to be changed over with the affected unit.
  4. On receipt of the replacement main control unit, complete the changeover as per the instructions provided at a time at your earliest convenience.
  5. Put the affected main control unit back in the same box that the replacement unit was sent in and complete the details as per the instructions.
  6. Securely seal the box and post this back to REDARC.
  7. Raise an invoice for \$50 inc GST that states the RMA number (this can be found on the box of the unit sent to you) the serial number of the affected main control unit you are returning and the serial number of the main control unit you replaced it with.
  8. This invoice can be placed in the box if convenient or it can be sent to [service@redarc.com.au](mailto:service@redarc.com.au) for payment on receipt by REDARC of the affected main control unit.

If REDARC contacts you to organise for a customer to come to you in order to have the replacement completed, REDARC will arrange for the replacement main control unit to be sent to you and provide details of the RMA number. Then we require you to follow the process from point 4 onwards as per above.

Please note that as part of the recall process we do need to accurately track the serial numbers of the main control units affected against the replacement main control unit to report to the regulatory authority. Invoices cannot be paid until we can verify that we have received the affected main control unit back to our stores.

We thank you for your valued support in this product safety recall and carrying out this work on behalf of REDARC.

If you have any questions about these matters, please contact REDARC on 1800 REDARC (1800 733 272) or (08) 8322 4848.

Yours truly,



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