



**CELEBRATING**  
40 years of caravan chassis  
manufacture



## FREQUENTLY ASKED QUESTIONS:

### SUSPENSION CHECK AND UPGRADE PROGRAM - G&S CHASSIS CONTROL RIDER TS RECALL

**Q1. How many Control Rider TS Suspension Systems are affected by this product repair and upgrade action in Australia?**

The product action involves the Control Rider TS Suspension Systems designed and manufactured for 487 chassis between 1<sup>st</sup> May 2015 and 30<sup>th</sup> June 2016.

**Q2. Which Control Rider TS Suspension Systems are affected?**

The voluntary recall action is confined to one component of the suspension systems - the trailing arm elbow. The suspension systems affected by this voluntary recall are identified on the G&S Chassis website along with instructions on how to check the chassis. The listed chassis numbers are known to have been manufactured within the specified date range. However, if customers have a chassis that has been manufactured by G&S Chassis that has a Control Rider TS Suspension System, or you are unsure if your chassis is affected by this recall, please contact us immediately so that we can advise you.

**Q3. In which states were the Suspension Systems sold?**

Nationwide.

**Q4. Which caravan manufacturers sold the affected Suspension Systems?**

Billabong Custom Caravans	Kingdom Caravan
Blue Sky Caravan	Kingsway Caravans
Brilliant Caravans	Kokoda Caravans
Bushmaster Caravans	Lotus
Caravan Service Centre	Nova Caravans
Crusader Caravans	On The Move Caravans
Comfort Caravans	Option RV
Cosy Cab	Retreat Caravans
Customline Caravans	River Caravans
Domain Caravans	Roma Caravans
Dreamhaven Caravans	Scope Caravans
Echuca Moama Caravans	Skytrax Caravans P/L
Elite Caravans	Suncoast Caravans
Essential Caravans P/L	The Little Caravan Company
Evernew Caravans	The RV Repair Centre
Galaxy Caravans	Thirvale P/L (Administrators Appointed)
Highline Caravans P/L	Traveller Caravans P/L
Imperial Caravans	Van Cruiser



- Q5. During what period were these Suspension Systems sold?**  
1<sup>st</sup> May 2015 and 30<sup>th</sup> June 2016.
- Q6. How many reports have been received? Has anyone been injured?**  
No accidents or injuries have been reported to date.
- Q7. How significant is the risk?**  
The voluntary recall action is confined to one component of the suspension systems - the trailing arm elbow – for 487 chassis designed and manufactured between 1<sup>st</sup> May 2015 and 30<sup>th</sup> June 2016. Depending upon individual circumstances, these failures could potentially create a hazardous risk for cars towing caravans with these suspension systems or, in an unlikely event, cause an injury or fatality.
- Q8. Why did this product failure occur?**  
Our quality control processes identified a weakness in the welding process, which was due to process failure. This failure has been rectified.
- Q9. What is involved in the repair?**  
Welding of the upgrade kit (provided to all G&S Chassis authorised repair agents) to the trailing arm elbow.
- Q10. Can people continue to use their caravans if they own an affected model?**  
G&S Chassis highly recommends that people who have a caravan built with an affected chassis cease using their caravan and immediately contact G&S Chassis on (03) 9357 0227. They can also visit the company's website to check if their chassis ID number is subject to the recall and for instructions on how to check the chassis. If in any doubt, people should still contact G&S Chassis on this number.
- Q11. What could be the consequences if people do not call to have the chassis checked and upgraded?**  
They run the risk of severe damage to their caravan and depending upon individual circumstances could be placed in a situation where an injury or fatality occurs.
- Q12. Could other G&S Chassis models sold in Australia be affected too?**  
No. The voluntary recall action is confined to one component of the suspension systems - the trailing arm elbow – designed and manufactured between 1<sup>st</sup> May 2015 and 30<sup>th</sup> June 2016
- Q13. Did the ACCC force G&S Chassis to issue this repair action?**  
No, we launched this recall of our own accord. This is a voluntary recall.
- Q14. Who will pay for the upgrade to my chassis?**  
G&S Chassis will pay for all reasonable costs associated with the upgrade as part of the voluntary recall.
- Q15. Who will carry out the upgrade on my chassis?**  
G&S Chassis authorised repair agent located nationally.
- Q16. Is the upgrade a temporary fix or will a permanent repair be required at a later date?**  
The upgrade is a permanent repair which will be conducted by authorised G&S Chassis repairers.
- Q17. Will my warranty be void after the upgrade?**  
No, G&S Chassis will continue to honour the warranty following the upgrade.