

22 January 2019

**ELECTRIC TRAILER BRAKE CONTROLLER RECALLED – Tow-Pro Elite V2**  
**Frequently Asked Questions**

**1. *What is being recalled?***

REDARC Electronics is conducting a recall of the Tow-Pro Elite V2 Electric Trailer Brake Controller (Product code EBRH-ACCV2). The part is typically used with trailers for towing caravans or boats.

The recall only applies to parts sold between 1 September 2018 and 21 January 2019 with serial numbers listed on the REDARC website ([www.redarc.com.au/recall-notice](http://www.redarc.com.au/recall-notice)) located on the external packaging and on the main control unit. Parts with serial numbers in that list are referred to as “affected parts” throughout this document.

**2. *Why are the affected parts being recalled?***

Where the installation of affected parts has not been carried out in accordance with the product manual (using dedicated wiring from a single battery supply) there is increased potential for a loss in trailer brake output.

**3. *What could happen?***

Where there is a loss in trailer brake output the braking distance of the tow vehicle and trailer may be increased when towing. Loss in trailer brake output will be indicated by a flashing yellow/red warning lamp on the affected part.

We are not aware of any injuries or incidents having occurred.

**4. *How can I check if my part is covered?***

Customers with a Tow-Pro Elite V2 (EBRH-ACCV2) fitted can check whether their particular part is one of the affected parts by looking at the serial number on the external packaging or on the main control unit of the part they have. The serial numbers of affected parts, can be found on the REDARC website ([www.redarc.com.au/recall-notice](http://www.redarc.com.au/recall-notice)).

If your serial number is not listed you do not have an affected part.

**5. What if I have an affected part installed in my vehicle?**

Customers with an affected part will be required to have the main unit replaced, even if it has been installed in accordance with the product manual.

Customers with an affected part can either:

- complete a contact form found on the REDARC website ([www.redarc.com.au/recall-notice](http://www.redarc.com.au/recall-notice));
- call 1800 733 272 or 08 8322 4848; or
- email [service@redarc.com.au](mailto:service@redarc.com.au)

to find the details of their nearest dealer/installer to replace the main control unit of the affected part, free of charge.

If customers prefer they can go back to their installer to seek a free replacement of their main control unit.

**6. What if I have an affected part but it has not yet been fitted?**

Customers with an affected part that has not yet been fitted should contact REDARC, by

- calling 1800 733 272 or 08 8322 4848; or
- emailing [service@redarc.com.au](mailto:service@redarc.com.au)

to arrange for a free replacement of the affected part.

**7. Where can I go if I have further questions?**

Customers can:

- complete a contact form found on the REDARC website([www.redarc.com.au](http://www.redarc.com.au));
- call 1800 733 272 or 08 8322 4848; or
- email [service@redarc.com.au](mailto:service@redarc.com.au).