

THE POWER OF

**REDARC**®

**EBRH-ACCV2 Product Recall  
Serial Number Identification**

**Affected Parts**

The products affected are from a very specific range of serial numbers.

S/N from	to
18082217-001	18082217-050
18090519-xxx	18091655-xxx
1810xxxx-xxx	1811001233xxxx
1812002148xxxx	1812003330xxxx

If,

- your unit was installed in your vehicle prior to the 1st September 2018, the main unit serial number will be outside the affected parts range.

No further action is required.

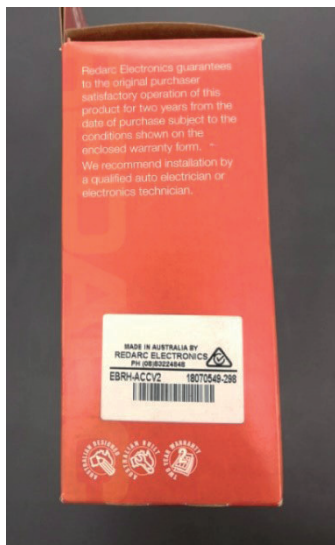
If,

- you have product on the shelf, or
- your unit was installed between 1st September 2018 and 21st January 2019, please follow these instructions to determine if your main unit is one of the affected products.

**For product that is still in the original REDARC packaging**

The serial number is located on the side of the packaging.

The serial number can be in one of two possible formats.



**Format: 1**



**Format: 2**

**Image 1**

**Image 1 - Packaging**

1. Record the serial number in the location over the page.
2. Follow the instructions on how to check the serial number on the REDARC website  
See item #6 over the page.
3. If you have a kit which is affected, call REDARC on 08 8322 4848 or 1800 733 272 to organise a replacement kit.

**TECH TIP**

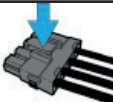




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**For product that is installed in a vehicle**

If you are confident in being able to find the main unit and read the serial number, please follow the instructions below. If you are not confident or have difficulty finding and reading the serial number, please contact either

- your point of purchase, or
- REDARC Electronics Technical help line (08) 8322 4848 or 1800 733 272

who will direct you to a suitable auto electrical service to have the work carried out.

Step	Action																														
1	Locate the Tow-Pro Elite Main Unit <i>The main unit will typically be located under the crash pad/dashboard of the vehicle. It may be necessary to remove the trim panel below the steering column to allow access to the main unit. Tools may be required. If difficulty is experienced in locating the main unit, follow the data cable from the remote head to the main unit.</i>																														
2	The serial number is located on the label on the side of the main unit. (see image : 2) <i>It may be necessary to remove the main unit from the vehicle in order to read the serial number. If so, the following describes how to remove the main unit from the vehicle.</i>																														
2.1	Disconnect the larger 4-way Power connector. There is a latch on the connector which needs to be pressed.																														
2.2	Disconnect the smaller Remote Head (RJ45) connector There is a latch on the connector which needs to be pressed.																														
2.3	Remove the Main Unit. <i>The main unit will be securely fastened to either its own bracket or a bracket in the vehicle. Tools may be required.</i>																														
Image 2	<div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;"> <p><b>Format: 1</b></p>  </div> <div style="text-align: center;">  </div> <div style="text-align: center;"> <p><b>Format: 2</b></p>  </div> </div>																														
3	Write the Serial Number below: <i>Note: the serial number can be in one of two possible formats</i>																														
	<table border="1" style="width: 100%; height: 30px;"> <tr> <td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td> </tr> </table>																														
	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 15%;">Format: 1</td> <td style="width: 5%;">1</td> <td style="width: 5%;">8</td> <td style="width: 5%;">0</td> <td style="width: 5%;">8</td> <td style="width: 5%;">2</td> <td style="width: 5%;">2</td> <td style="width: 5%;">1</td> <td style="width: 5%;">7</td> <td style="width: 5%;">-</td> <td style="width: 5%;">0</td> <td style="width: 5%;">1</td> <td style="width: 5%;">5</td> <td style="width: 5%;"></td> <td style="width: 5%;"></td> </tr> <tr> <td>Format: 2</td> <td>1</td> <td>8</td> <td>1</td> <td>2</td> <td>0</td> <td>0</td> <td>3</td> <td>4</td> <td>6</td> <td>3</td> <td>0</td> <td>0</td> <td>6</td> <td>9</td> </tr> </table>	Format: 1	1	8	0	8	2	2	1	7	-	0	1	5			Format: 2	1	8	1	2	0	0	3	4	6	3	0	0	6	9
Format: 1	1	8	0	8	2	2	1	7	-	0	1	5																			
Format: 2	1	8	1	2	0	0	3	4	6	3	0	0	6	9																	
4	Visit the REDARC website ( <a href="http://www.REDARC.com.au/recall-notice">www.REDARC.com.au/recall-notice</a> ) and check if this serial number appears in the list of affected parts.																														
5	If your main unit is not affected, refit; the main unit (if you removed it); re-connect the two looms and any removed panels. Confirm that the system is operating. <i>This can be done without a trailer fitted by pressing the remote head knob in. When installed correctly the remote head LED will breathe blue (the light illuminates and then gradually fades away).</i> If technical support is required, either, contact the REDARC Technical help line on 08 8322 4848 or 1800 733 272, or consult with your point of purchase																														
6	If the serial number matches (i.e. is one of those affected) <ul style="list-style-type: none"> <li>- Complete the online registration to receive your free replacement main unit, or</li> <li>- call REDARC Electronics Technical Support line (on 08 8322 4848 or 1800 733 272)</li> </ul> to receive details on the dealer network that will be able to carry out the free of charge repair.																														

**TECH TIP**