

FAQs Rhino-Rack Sunseeker Voluntary Recall

Question	Answer
What products are getting recalled?	Sunseeker 2.0m awning (Part no.32132) and Sunseeker 2.5m awning (Part no.32133) supplied during the period 26 March 2021 to 15 July 2021 only
What is the recall period?	26 March 2021 to 15 July 2021 (inclusive) This is the period of supply by Rhino-Rack to the dealer to which this recall relates No awnings are affected outside that period
What is the defect?	M8 T-Bolts included in the fit kit (item 26 of the fitting instruction). There are four T-bolts in total. The defect occurred in the raw material used to manufacture the bolts during the manufacturing process.
What is the hazard if the affected product stays in use	The faulty T-bolts may break causing the awning to detach and come off the roof of the vehicle at any time. This may cause serious injury or death to vehicle occupants, other road users and bystanders.
What do I do once I receive the letter from Rhino-Rack?	Kindly acknowledge receipt of the letter and complete the checklist provided by emailing it to recall@rhinorack.com.au
Why do I need to provide the checklist?	Dealers need to complete the checklist provided with the letter and send it to recall@rhinorack.com.au We will then verify the number of the affected units supplied over the period of 26 March 2021 to 15 July 2021 to ensure that the quantities are matching.
What do I need to do to get new bolts?	We will send the correct amount of replacement bolts based on the quantity of stock detailed in the checklist and your orders during the recall period. There is no requirement from dealers to order replacement bolts via a purchase order. Replacement bolts will be provided free of charge.
Do I need to rework the stock on hand in my store?	Dealers will be required to rework the quarantined stock of the affected units relating to the recall period in their store. All faulty bolts will need to be taken out of the fit kit and replaced with the replacement bolts. The faulty bolts need to be kept in a safe place awaiting collection by your Rhino-Rack Sales Manager.

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<p>How should the affected customers be notified about the recall process?</p>	<p>The dealers should notify their customers by publishing the recall notice provided with the letter on their website and displaying it in their store.</p> <p>Dealers should also contact the customers who have purchased the affected awnings during the recall period if the dealer holds the customer's contact details.</p> <p>We also ask that the details of the affected customers (where available) are provided to us so we can conduct the recall process through our customer service.</p>
<p>What should you do when the affected customer contacts you?</p>	<p>Dealers need to advise customers who contact them in relation to this recall that they should provide a proof of purchase (where available), stop using the affected awning until the faulty bolts have been replaced, and collect the replacement kit with the replacement bolts from the dealer. Alternatively, shipment of the replacement bolts to the customer can be arranged either through Rhino-Rack directly or by the dealer.</p> <p>You can direct customers to Rhino-Rack for replacement and further information.</p>
<p>How do the customers get replacement bolts?</p>	<p>The affected customer can either pick up the replacement bolts from the dealership or ask the dealer or Rhino-Rack to ship the replacement bolts to the customer directly.</p> <p>All faulty bolts returned by customers should be retained by the dealer for collection by your Rhino-Rack Sales Manager.</p>
<p>What happens to the faulty bolts?</p>	<p>All faulty bolts, from the quarantined stock and returned by the affected customers should be kept by the dealer waiting to be collected by your Rhino-Rack Sales Manager. We need to try and collect as many faulty bolts as possible. This will ensure that faulty bolts will not be misused and will be disposed of by Rhino-Rack as appropriate.</p>
<p>Will I get reimbursed all postage costs?</p>	<p>Yes, we will credit all associated postage costs throughout the recall process. Please ensure evidence of all expenditure is retained.</p>
<p>Can I order new stock from Rhino-Rack?</p>	<p>Only limited stock supplied during the period of 26 March 2021 - 15 July 2021 was affected. This stock has been quarantined. Dealers can continue ordering Sunseeker awnings from Rhino-Rack without any concern.</p>
<p>If I have any other questions who do I contact?</p>	<p>Contact the team at Rhino-Rack at recall@rhinorack.com.au or (02) 8846 1900</p>