



# CRUISE MASTER™

AUSTRALIA'S LEADER IN ALL-TERRAIN TOWING TECHNOLOGY

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To the owner

## RE: Product Safety Recall – Electric Trailer Brake

We are writing to you in regard to our current recall of the Cruisemaster Electric Trailer Brake, sold as part of your Cruisemaster suspension.

Through consultation with your trailer manufacturer it has been determined that your vehicle may be affected by this recall. We take our customers safety seriously, therefore we are writing to you to inform you of the recall and the steps required to have effected components rectified.

## Product

10in and 12in Cruisemaster Electric Trailer Brake, shipped from Cruisemaster between 4 February 2021 and 20 April 2021 with Part Numbers: 05-3075 and 05-3076 (“the Brake”).

## Defect

The cable operated Park Brake Lever has been manufactured in a way that may cause it to fail. The electronically activated service brake is not affected.

## Hazard

Extreme caution must be taken when disconnecting a trailer fitted with the Brake from the tow vehicle because if the Park Brake is being applied and the Lever fails, the trailer may move in an uncontrolled manner.

## What is safe to do with the trailer?

As the electronically activated service brake is unaffected, it is safe to tow a trailer fitted with the Brake. Extreme caution must be taken when disconnecting the trailer from the tow vehicle because if the Park Brake is being applied and the Lever fails, the trailer may move in an uncontrolled manner.

Until the rectification work has been completed, the park brake must not be the only way in which the trailer is held or secured. We strongly recommend that when the trailer is not attached to the tow vehicle, wheel chocks are used to secure the trailer, until the replacement Lever has been fitted.



CRUISEMASTER AUSTRALIA PTY LTD  
352B BILSEN ROAD, GEEBUNG QLD 4034  
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## Identifying Affected Product

To determine if your trailer is affected by the recall, we need to establish if the suspension fitted is part of the affected range. This is done by identifying the order number of the suspension fitted to your trailer.

To identify the order of your suspension please go to our recall page and follow the steps below:

[www.cruisemaster.com.au/recall](http://www.cruisemaster.com.au/recall)

- Download the ID Flow document
- Use the ID Flow document to confirm that your trailer has a suspension fitted with the affected order numbers
- When you have confirmed that the suspension order number is part of the range please contact your nearest repairer from the approved repairers list on the website

If you experience problems identifying your suspension order number, please get in contact with our team at Cruisemaster.

We advise that you identify your suspension and get in contact with the repairer as soon as possible.

## Rectification Process:

- Identify suspension order number and confirm it is part of the affected range
- Get in contact with your nearest repairer
- Repairer will get in contact with Cruisemaster to source parts
- Repairer will book in a time for the job
- Repairer will complete rectification works and apply recall label to the trailer

## Cruisemaster Contact details

Business Hours: 07 3624 3800

Email: [recall@cruisemaster.com.au](mailto:recall@cruisemaster.com.au)

Website: [www.cruisemaster.com.au/recall](http://www.cruisemaster.com.au/recall)

We apologise for the inconvenience caused by this recall, and our entire team is focused on getting the rectification on your trailer completed as soon as possible.

Regards,

Andrew Goddard Managing Director



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