

Axiom Hand tap leak – Recall approach

A two pronged approach will be taken to contact end users of after-market product that may be affected by the undersize o'rings.

1. Direct contact approach

- a) APA is compiling a data base of tank serial numbers, stock codes and distributors.
- b) APA will contact distributors and provide each with a list of serial numbers and stock codes of affected product.
- c) The distributors will provide APA with a list of installers that received affected stock.
- d) APA to send recall documents to installers:
 - Recall notice (installer)
 - Recall notice (owner)
 - Axiom Hand tap leak – instruction to driver/ owner
 - Axiom Hand tap leak – recall product identification
 - Axiom Hand tap leak – Retrofit instruction.
- e) Installers are to go through their ID plate records from 01/11/2006 to find the affected serial numbers from the list provided from APA or by checking the web site (link on www.apamfg.com.au) or by emailing APA at handtap07@apamfg.com.au. This will enable them to identify the customers affected.
- f) Installers are to send the recall documents to owners:
 - *Recall notice (owner)& Axiom Hand tap leak - instructions to driver/ owner.*
- g) Owners will follow instructions on *Axiom hand tap leak – instruction to driver/ owner.*
- h) Installers will follow instructions on *Axiom Hand tap leak – Recall product identification and retrofit instruction* documentation.
- i) Installers are to return a completed claim form including tank serial numbers and stock code to APA as well as replaced taps.
- j) APA to update database to reflect captured and repaired product.

2. Advertise in print media

- a) APA to advertise in print media in accordance with *Appendix B of Recall code for vehicles, parts accessories and services.*
- b) Owners are to contact APA or installer as per details in advertisement.
- c) Owners are to contact their installer.
- d) Installers are to advise owners whether or not they need to have their vehicle repaired.
- e) Installer to follow relevant sections of *Recall product identification* and *retrofit instructions.*