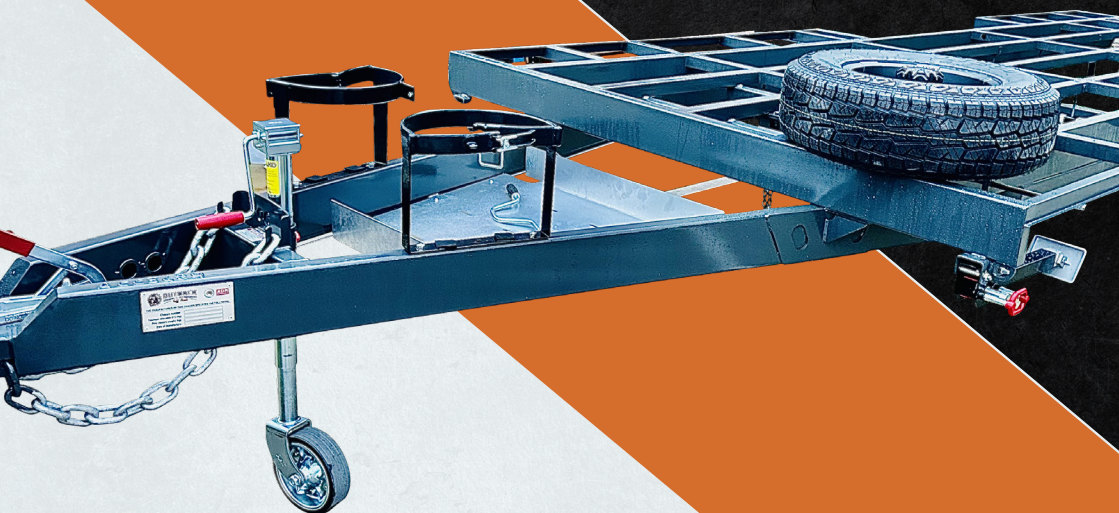




**OUTBACK**  
CHASSIS & FABRICATION  
*Tuff Built*



# WARRANTY BOOK

CHASSIS No

[www.OutbackChassis.com.au](http://www.OutbackChassis.com.au)

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## IDENTIFICATION INFORMATION

CHASSIS No \_\_\_\_\_

Date of Manufacture \_\_\_\_\_

Suspension \_\_\_\_\_

Aggregate Trailer Mass (ATM) rating: (kg) \_\_\_\_\_

Gross Trailer Mass (GTM) rating: (kg) \_\_\_\_\_

Tare mass: (kg) \_\_\_\_\_

Load Capacity: (kg) \_\_\_\_\_

**Notes:** Aggregate trailer mass and gross trailer mass assigned by the caravan manufacturer may be less than the maximum rating for the OUTBACK CHASSIS. The maximum ATM and GTM for which the CHASSIS is rated may be found on the OUTBACK CHASSIS plate affixed to the A-frame.



## INTRODUCTION

OUTBACK CHASSIS is pleased to offer you a factory-backed national warranty on your new Outback Chassis. Each chassis undergoes a quality assurance process throughout manufacturing, ensuring you receive a consistently reliable, high-quality product. With our extensive dealer and repair network, we are confident we can provide the technical support you need should any issues arise. The warranty covers the craftsmanship of the chassis, and we are committed to ensuring your satisfaction.

For chassis fitted with suspension systems not manufactured by OUTBACK CHASSIS, those components are covered by their respective manufacturer's warranties. We strongly recommend regular inspection and servicing of components such as the chassis frame, tow couplings, suspension, brakes, bearings, and tires to maintain safety, reliability, and performance. Please take the time to read this manual thoroughly to ensure the best experience with your new chassis.

## PURPOSE OF THE HANDBOOK

This handbook is designed to supplement the owner's manual provided by your caravan manufacturer, as well as the manuals from the two vehicle manufacturers. It specifically addresses the Outback Chassis that is installed in your caravan. We strongly encourage you

to read and comprehend all the information contained within this document. It includes crucial details regarding your warranty for the caravan chassis, along with your consumer rights and responsibilities

## WARRANTY TERMS

Outback Chassis warrants to the original purchaser, who has bought the chassis as part of a new caravan or RV from an authorized dealer or manufacturer.

If your chassis is equipped with a third-party suspension or braking system, those components are covered by the respective manufacturer's warranties. This warranty does not cover defects resulting from modifications made to the chassis unless those modifications were carried out by, or at the direction of,

Outback Chassis.

Your caravan may also include components not manufactured by Outback Chassis. Each of these components is subject to the warranty provided by its manufacturer. However, Outback Chassis will offer reasonable assistance in resolving any warranty-related issues with these third-party parts, although the company will not typically cover costs associated with repairing or replacing those components.

## COMPONENTS COVERED AND WARRANTY DURATION

Item	Warranty Duration from the date of first supply to the owner
CHASSIS structural	5 years unlimited kilometers*
Chassis corrosion - pre-coated steel, then painted on completion	12 months unlimited kilometers*
Chassis corrosion - hot dip galvanized	12 months unlimited kilometers*
Outback CHASSIS leaf spring suspension	1 year or 25,000 km whichever occurs first*
Other suspension not manufactured by OUTBACK CHASSIS	Not covered by OUTBACK CHASSIS warranty -refer to the manufacturer's warranty for details
Parts and accessories (e.g., spare wheel holders, jerry can holders)	1-year unlimited kilometers*

## EXCLUSION LIST

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### The warranty does not cover:

- ✧ Damage caused by using the chassis off-road on rough roads, or roads it was not designed for.
- ✧ Brakes, suspension systems, or tires (these may have separate warranties from their manufacturers).
- ✧ Consumable parts that need routine replacement.
- ✧ Defects from overloading, misuse, negligence, accidents, unauthorized modifications, tampering, unauthorized repairs, or other causes beyond Outback Chassis's control.
- ✧ Damage from continued use or towing after a defect should have been noticed.
- ✧ Deterioration or damage from exposure to natural elements and weather.
- ✧ Failure to follow service and maintenance instructions in the manual or service schedule.
- ✧ Maintenance costs and wear items like wheel balance, alignment, tires, brake adjustment, removing rattles/squeaks, tightening components, adding lubricants, and paint damage repair.
- ✧ Corrosion from chips, dents, scratches, & marks.
- ✧ Any corrosion over one year after the warranty start date.
- ✧ Damage from overloading or incorrect load distribution.
- ✧ Damage from using load leveling devices incorrectly.
- ✧ Tire replacement due to normal wear, cuts, snags, bruises, bulges punctures improper inflation/alignment, speeding, overloading, or improper mounting/dismounting.
- ✧ Damage from impact with objects, people, animals, or vehicles unless directly caused by a defect covered by the warranty.
- ✧ Goods supplied by third parties like wheel caps, wheels, tires jockey wheels coupling, springs, axles, wheel bearings, brakes, wheel hubs, wheel nuts studs, stabilizer legs, and shock absorbers.
- ✧ Damage from work done by the caravan manufacturer.
- ✧ Damage from modifying the chassis or suspension without Outback Chassis's approval.
- ✧ Damage from the caravan manufacturer's failure to properly inspect and service before delivery.
- ✧ Shock absorber damage from overheating (e.g. towing over rough terrain too long without breaks).
- ✧ Damage from using an inappropriate tow vehicle (e.g. insufficient towing capacity, over 3.5 tonnes GVM unless designed for up to 4.5 tonnes).
- ✧ Damage from using an inadequate or unsuitable tow bar hitch, or coupling.
- ✧ Damage from failing to correctly connect the vehicle to the caravan. - Undesirable towing characteristics from the caravan manufacturer's layout.
- ✧ Any wheel alignment needed after the first inspection (see service schedule).

## WARRANTY CLAIMS

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If a defect occurs during the warranty period and the purchaser makes a valid claim under these terms, Outback Chassis, at its discretion, will either:

- ✧ Repair the affected part of the chassis, or
- ✧ Replace the affected part with one of identical or similar specifications.

Outback Chassis reserves the right to make improvements or product changes when addressing

a defect under this warranty. In cases where a part is replaced, it may be substituted with a part of equivalent or similar specification or function. Refurbished parts may also be used for repairs. Outback Chassis will not be liable for any claims related to labor, additional products, or parts associated with an alleged defect unless the work has been pre-approved in writing by Outback Chassis.



## HOW TO MAKE A CLAIM

To make a warranty claim for the Outback chassis, customers must follow a structured process. Claimants should contact Outback as soon as they detect a defect, providing proof of purchase along with detailed information about the issue. This should include specifics like distances traveled and payload carried. Clear photographs of the problem are often required to support the claim.

### When submitting a warranty claim, please provide:

- ✧ Proof of purchase/ownership
- ✧ Complete details of the defect

## WHERE WARRANTY REPAIRS CAN BE MADE

- ✧ Warranty repairs for your Outback Chassis can be carried out at the authorized retail dealership where the chassis was originally purchased or at any other authorized dealership within Australia approved by Outback Chassis.
- ✧ Repairs may also be performed at any authorized repair center within Australia, provided they have received written approval from Outback Chassis to carry out the work.
- ✧ Customers are required to take their chassis to an authorized service workshop for warranty service.

## COST OF WARRANTY CLAIM

All expenses related to making a warranty claim are the responsibility of the purchaser, including delivering the chassis to an authorized Outback Chassis dealer.

### Key points to note:

- ✧ The purchaser is responsible for costs related to the removal and re installation of accessories for repairs.

### Relevant information such as:

- ✧ Distances and routes traveled.
- ✧ Locations visited
- ✧ Payload carried

We strongly recommend keeping this handbook with all service records properly completed.

Please email these documents to  
[info@outbackchassis.com.au](mailto:info@outbackchassis.com.au)

- ✧ The benefits of this warranty are in addition to any rights and remedies provided under Australian State and Federal legislation, which cannot be excluded or modified.
- ✧ If an identical part is not available for repairs, Outback Chassis may replace defective parts with components of similar quality and composition.
- ✧ Refurbished parts or chassis units may be used to complete repairs where necessary.

- ✧ Outback Chassis will not reimburse repairs performed without prior written approval.
- ✧ The purchaser typically covers transportation costs to and from the workshop.
- ✧ It is highly recommended to obtain roadside assistance coverage.

## SAFETY

### BEFORE TOWING

Before towing your Outback Chassis caravan, ensure the following checks are completed:

- ✧ **Tyre Pressure:** Ensure tires are inflated to the cold inflation pressure recommended on the compliance plate.
- ✧ **Tow Coupling & Hitch:** Check that the tow coupling, load leveling hitch (if fitted), and electrical connections are secure, with the caravan slightly "nose down."
- ✧ **Tow Coupling Download:** Ensure the tow coupling download is 10% of the total load mass and

does not exceed the manufacturer's maximum download.

- ✧ **Jockey Wheel:** Remove the jockey wheel.
- ✧ **Lights:** Test the operation of all lights and signaling devices.
- ✧ **Rear-View Mirrors:** Adjust rear-view mirrors for clear visibility.
- ✧ **Park Brake:** Check that the park brake is adjusted properly.
- ✧ **Brake Controller:** Test the operation of brakes and adjust the brake controller.

### TOWING

- ✧ **Brake Controller:** Follow the manufacturer's procedure for checking and adjusting brake bias as needed.
- ✧ **Speed Increase:** Gradually increase speed when safe and legal, up to highway speeds. If swaying or dangerous behavior occurs, reduce speed, stop, and

correct the issue before continuing.

- ✧ **Handling Issues:** If handling or road-holding is unsatisfactory, contact your caravan dealer for advice.

### TOW COUPLING HEIGHT

- ✧ **Vehicle Capability:** Check your vehicle's handbook to ensure it can safely tow the caravan. Use load leveling hitches where specified.
- ✧ **Load Leveling:** Load leveling hitches should return the vehicle and caravan to a near-level attitude, not to correct overloading or improper load distribution.
- ✧ **Tow Coupling Download:** Maintain a tow coupling download between 8% and 15% of the towed mass.

Check your vehicle's specifications to ensure the tow bar and fittings can handle the load.

- ✧ **Chassis Attitude:** Ensure the suspension operates with the chassis level or slightly "nose down." Adjust the tow coupling height as necessary. A height-adjustable hitch may be required.

### JACKING

**If you need to jack the caravan, follow this recommended procedure:**

- ✧ Park on a level site, as far off the road as possible.
- ✧ Choose a site that supports the load without sinking.
- ✧ Turn on hazard lights, and parking lights if in low-light conditions.
- ✧ Apply the parking brakes on both the caravan and the tow vehicle.
- ✧ Chock the wheels on the side opposite to the one

being jacked.

- ✧ Loosen the wheel nuts slightly before jacking.
- ✧ Locate the nearest jacking point on the chassis to the affected wheel.
- ✧ Jack the caravan until the wheel is off the ground.
- ✧ Replace the wheel and re-tighten the wheel nuts.
- ✧ Check wheel nut tension with the wheel lowered to the ground.

## SERVICE SCHEDULE

300-400 km this service is mandatory

Item	Please Tick
Check and adjust suspension and wheel alignment***	
Check and adjust brake shoe/pads	
Check and adjust handbrake	
Check breakaway operation brake safe	
Check all fasteners are fastened	kg
Check ball weight of caravan and record	psi
Check tyre pressure against tyre recommendations	nm
Check all wheel nuts correctly torqued to specification	
Check jockey wheel operation and grease if required	
Check coupling bolts and grease coupling if required	
Check coupling latching/locking mechanism operation	
Check safety chain for damage	
Check for rated tow shackle AS 2741-2002	
Check suspension bolts/fasteners and grease where required	
Check suspension springs visual for damage	
Check chassis wiring at brakes	
Check shock absorbers for leakage / tightness	
Check under body for loose straps or damaged items	
Check operation of brake lights, indicators etc	
Expected service time / accurate estimate	3.5 hours
*** Always follow the suspension manufacturers recommendations	

## SERVICE SCHEDULE

2000km or 12 months -.this service is mandatory

Item	Please Tick
Check and adjust wheel alignment***	
Check tyre wear	
Check and adjust wheel bearings	
Check wheel bearing seals	
Check for wheel stud damages	
Check drums/hubs for damage or wear	
Check and adjust brake shoes/pads	
Check and adjust handbrakes	
Check breakaway operation break safe	
Check all Ubolts are fastened	
Check ball weight of caravan and record	kg
Check tyre pressure against tyre recommendations	psi
Check all wheel nuts correctly torqued to specification	nm
Check jockey wheel operation and grease if required	
Check coupling bolts and grease coupling if required	
Check coupling latching/locking mechanism operation	
Check safety chain for damage	
Check water tank straps	
Check for rated tow shackle AS 2741 - 2002	
Check suspension bolts/fasteners	
Check suspension springs visual for damage	
Check CHASSIS wiring at breaks	
Check shock absorbers for leakage / tightness	
Check under body for loose straps or damaged items	
Check operation of lights, indicators etc	
Check CHASSIS for damage or cracks	
Touch up paint damage	
Expected service time / accurate estimate	4.0 hours
*** Always follow the suspension manufacturers recommendations	



## SERVICE SCHEDULE

4000km or 18 months\*\*\* this service is mandatory

Item	2000 km or 12 months***
Check and adjust wheel alignment***	
Check tyre wear	
Check and adjust wheel bearings	
Check wheel bearing seals	
Check for wheelstud damages	
Check drums/hubs for damage or wear	
Check and adjust brake shoes/pads	
Check and adjust handbrakes	
Check breakaway operation break safe	
Check all Ubolts are fastened	
Check ball weight of caravan and record	kg
Check tyre pressure against tyre recommendations	psi
Check all wheel nuts correctly torqued to specification	nm
Check jockey wheel operation and grease if required	
Check coupling bolts and grease coupling if required	
Check coupling latching/locking mechanism operation	
Check safety chain for damage	
Check water tank straps	
Check for rated tow shackle AS 2741 - 2002	
Check suspension bolts/fasteners	
Check suspension springs visual for damage	
Check CHASSIS wiring at breaks	
Check shock absorbers for leakage / tightness	
Check underbody for loose straps or damaged items	
Check operation of lights, indicators etc	
Check CHASSIS for damage or cracks	
Touch up paint damage	
Expected service time / accurate estimate	4.0 hours
*** Always follow the suspension manufacturers recommendations	

## SERVICE SCHEDULE

7000 km or 24 months\*\*\* this service is highly recommended

Item	Please Tick
Check and adjust wheel alignment***	
Check tyre wear	
Check and adjust wheel bearings	
Check wheel bearing and seals replace grease or parts if required	
Check for wheelstud damages	
Check drums/hubs for damage or wear	
Check and adjust brake shoes/pads	
Check and adjust handbrakes	
Check breakaway operation break safe	
Check all Ubolts are fastened	
Check ball weight of caravan and record	kg
Check tyre pressure against tyre recommendations	psi
Check all wheel nuts correctly torqued to specification	nm
Check jockey wheel operation and grease if required	
Check coupling bolts and grease coupling if required	
Check coupling latching/locking mechanism operation	
Check safety chain for damage	
Check water tank straps	
Check for rated tow shackle AS 2741 - 2002	
Check suspension bolts/fasteners	
Check suspension springs visual for damage	
Check CHASSIS wiring at breaks	
Check shock absorbers for leakage / tightness	
Check underbody for loose straps or damaged items	
Check operation of lights, indicators etc	
Check CHASSIS for damage or cracks	
Touch up paint damage	
Expected service time / accurate estimate	4.0 hours
*** Always follow the suspension manufacturers recommendations	

## SERVICE SCHEDULE

Every 10,000 km

Item	Please Tick
Check and adjust wheel alignment***	
Check tyre wear	
Check wheel bearing and seals replace grease or parts if required	
Check for wheelstud damages	
Check drums/hubs for damage or wear	
Check and adjust brake shoes/pads	
Check and adjust handbrakes	
Check breakaway operation break safe	
Check all Ubolts are fastened	
Check ball weight of caravan and record	kg
Check tyre pressure against tyre recommendations	psi
Check all wheel nuts correctly torqued to specification	nm
Check jockey wheel operation and grease if required	
Check coupling bolts and grease coupling if required	
Check coupling latching/locking mechanism operation	
Check safety chain for damage	
Check water tank straps	
Check for rated tow shackle AS 2741 - 2002	
Check suspension bolts/fasteners	
Check suspension springs visual for damage	
Check CHASSIS wiring at breaks	
Check shock absorbers for leakage / tightness	
Check underbody for loose straps or damaged items	
Check operation of lights, indicators etc	
Check CHASSIS for damage or cracks	
Touch up paint damage surface rust protection	
Expected service time / accurate estimate	5.0 hours
*** Always follow the suspension manufacturers recommendations - This service is highly recommended as ongoing once/annum as a minimum requirement always perform services before long trips.	



**OUTBACK**  
CHASSIS & FABRICATION  
*Tuff Built*

**ON ROAD CHASSIS  
OFF ROAD CHASSIS  
SEMI OFF ROAD  
TRUSS CHASSIS**

**CHASSIS REPAIRS  
CHASSIS UPGRADES**



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