

Product Safety Recall

TREK

Trek Bicycle Australia 8-20 Townsville Street Fyshwick ACT 2609 Australia

Dear Consumer,

The purpose of this letter is to notify you that Trek is recalling model year 2013 through model year 2019 Trek Kicksters. Our records indicate that you purchased one of the following models:



2013 Trek Kickster



2014, 2015, 2016, 2017 Trek Kickster



2018, 2019 Trek Kickster

The clamp that holds the steer tube in place may break if over-tightened due to an issue with the manufacturing process. If the clamp breaks, the handlebars can come off the bicycle, and the rider can fall.

Your safety is very important to us. Therefore, Trek will replace the clamp on affected bicycles, free of charge. This letter contains important information regarding what to do next if you think you may have purchased one of these bicycles.

AFFECTED MODELS

Only model years 2013-2019 Kicksters are affected.

DO NOT RIDE YOUR BICYCLE UNTIL THE STEER TUBE CLAMP HAS BEEN REPLACED

If the steer tube clamp breaks while riding, the rider could fall. Do not ride this bicycle until your dealer has inspected the bicycle to determine if it is affected by this recall.

WHAT TREK WILL DO FOR OWNERS OF A RECALLED BICYCLE

If you own a bicycle that is affected by this recall, Trek will provide you—through a Trek retailer—free replacement clamps for your bicycle for both the steer tube and seat post (the clamps are interchangeable), including free installation.

In addition, when your Kickster has been repaired, Trek will give you an in-store credit of 25 AUD to use toward any Trek or Bontrager merchandise plus a credit towards a bell with a retail value up to 20 AUD. The credit is good through 31 December 2019 and has no cash value. If you have any questions, please contact a Trek retailer or Trek Customer Service at 02 6173 2400.

THANK YOU FOR BUYING A TREK BICYCLE

We sincerely apologize for any inconvenience this problem might have caused you. We value you as a customer and want you to enjoy your Trek bicycle. We hope that after your bicycle is repaired, you will continue to safely enjoy cycling.

See productsafety.gov.au for Australian product recall information