

IMPORTANT SAFETY RECALL NOTICE

Dear Trek Consumer,

Thank you for your purchase of a Trek bicycle and/or Bontrager product. Our records indicate that you may have purchased a bicycle equipped with Bontrager Satellite City pedals, or that you purchased a set of Bontrager Satellite City pedals as an aftermarket product (see Figures 1 and 2). The purpose of this letter is to notify you that Trek is recalling all Satellite City pedals.



Figure 1. Bontrager Satellite City Pedals



Figure 2. Bontrager Satellite City Pedal detail

Satellite City pedals require a multi-directional torque wrench to properly secure them to the crank arm. If the pedals are not properly installed on the bicycle during assembly, the pedal can fall off the crank arm. If this happens while riding the bicycle, you could lose control of the bicycle and fall.

Your safety is very important to us. Trek will replace the Satellite City pedals on your bicycle free of charge. This letter contains important information about what to do next if you think you may have purchased a bicycle equipped with these pedals or a pair of these pedals as an aftermarket product.

AFFECTED MODELS

Any Trek bicycle equipped with Bontrager Satellite City pedals and all Bontrager Satellite City pedals sold as an aftermarket product (SKU 559709) are affected. As indicated in Figure 2, the affected pedals have “ZTR02” molded onto the axle side of each pedal body. Trek kids’ platform pedals are not affected. If you are unsure whether your bicycle is equipped with these pedals, please take it to your local Trek retailer for a free inspection, call Trek Customer Care, or go to https://www.trekbikes.com/ca/en_CA/company/legal_policies/safety_recalls.

DO NOT USE THE PEDALS

If the pedal separates from the crank arm, the rider could be involved in a serious accident. Do not ride a bicycle equipped with the affected pedals until it has been brought to a Trek retailer for pedal replacement.

WHAT TREK WILL DO FOR OWNERS OF THE RECALLED PEDALS

If you own a Trek bicycle equipped with Bontrager Satellite City pedals or you purchased Bontrager Satellite City pedals as an aftermarket product, Trek will provide you—through a Trek retailer—free replacement pedals and free installation of those pedals on your bicycle. Please call your Trek retailer to make an appointment to have your pedals replaced. Your retailer will notify you when the pedals are available. If you need assistance locating a Trek retailer, please contact Trek Consumer Care.

In addition, when you bring your recalled pedals to a Trek retailer for replacement, Trek will give you an in-store credit of \$26 to use toward any Trek or Bontrager merchandise. The credit is good through December 31, 2021 and has no cash value.

THANK YOU FOR BUYING A TREK BICYCLE AND/OR BONTRAGER PEDALS

We sincerely apologize for any inconvenience this problem may have caused you. We value you as a customer, and we hope that after your pedals are replaced, you will continue to safely enjoy cycling.

This letter was prepared in cooperation with the U.S. Consumer Product Safety Commission (CPSC). Trek may share your name and contact information with the CPSC so they can track the progress of this safety recall unless you notify us in writing within 10 days that you do not consent to our sharing this information with them. If you have questions about the information in this letter, please contact your local Trek retailer or contact Trek Customer Care at 1-800-373-4594 Monday through Friday from 8 a.m. to 6 p.m. CST or online at www.trekbikes.com.