

Recall Notice: Front Motor Fork

Products potentially affected: front motor forks delivered between 30 May 2009 and 15 August 2009

If you are a Gocycle Dealer, an individual end user, or you have sold or passed to a third party a Gocycle with a frame number listed above, please use your best efforts to pass this important safety message on to the new owner, or provide the new owner's contact information to customerservice@gocycle.com.

Description of Service Issue

Karbon Kinetics Ltd. (KKL) has received two reported incidences of front motor forks fracturing as a result of the front fork assembly experiencing an unusual or abusive loading event which rendered the Gocycle unsafe to ride. It has been determined that unusual or abusive loading events could result in damage that could go unnoticed by the rider, such as internal damage to the front fork not noticeable by the naked eye, and this could represent a safety and serious fall hazard to the rider even if the Gocycle is ridden normally after the event.

Action Required

Do not ride your Gocycle until KKL has completed a full inspection of your front motor fork.

If you purchased your Gocycle directly from Karbon Kinetics Ltd. (KKL) online, then send an e-mail message to techsupport@gocycle.com with 'SN9' in the subject line, and we will arrange for the return of your existing front motor fork to KKL for inspection and a full replacement of your front motor fork if needed.

If you purchased your Gocycle from a Gocycle Dealer, then contact your dealer regarding this Recall Notice and they will arrange for your fork to be sent to KKL for inspection and a replacement sent to you if needed. The dealer will require that you bring your existing front motor fork into the shop from which you originally purchased the Gocycle.

Coverage under Warranty

This replacement of the front motor fork is fully covered under warranty.

Any questions regarding this procedure? Our support team is ready and here to help.

General enquiries: Gocycle Customer Service: customerservice@gocycle.com

Technical enquiries: Gocycle Technical Support: techsupport@gocycle.com



Affected front motor forks will have a silver screw here. If in doubt contact techsupport@gocycle.com

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