

## PROMAX BRAKE RECALL - FREQUENTLY ASKED QUESTIONS

**Q: What is the issue?**

A: A limited number of model year 2021, 2022 and 2023 Trek bicycles equipped with Revision 1 of the Promax Solve DSK-925 or Promax F1 DSK-927 hydraulic disc brakes have brake hoses that may eject or pull out from the brake lever. This is caused by a loose fit between the brake hose and the barb, which allows the hose to move during assembly, resulting in improper clamping of the hose and ejecting or falling out of the brake lever. If this happens, the rider could lose control of the bicycle and crash.

**Q: Is this issue limited to Trek?**

A: No, this is a recall relating to Promax hydraulic disc brakes. See chart in the consumer notice for affected Trek bicycle models. We do not have information on other brands that may be equipped with these brakes.

**Q: Models and MYs affected**

A: See chart in the consumer notice. Not all bicycles within these models are equipped with brakes subject to this recall. Use the serial number look-up tool to determine if a bicycle is part of this recall:

[https://www.trekbikes.com/nz/en\\_NZ/promax-recall-inquiry/](https://www.trekbikes.com/nz/en_NZ/promax-recall-inquiry/)

Model Year	2021	2022	2023
Description (All colourways)	FX 2 Dual Sport 2	Dual Sport 3	FX 2 FX 3

**Q: What is the remedy?**

A: Trek-authorized retailers will perform a hose retention check on both brakes of an affected bicycle. If one or both hose retention checks fail, the retailer will install a replacement olive and barb kit at no charge to the consumer.

**Q: How is the replacement barb and olive different from the original?**

A: Lee Chi, the manufacturer of the Promax brakes, has revised the design of the barb on the brake to allow for a tighter press fit during assembly. Only Revision 1 of the Promax brakes are affected (not Revision 2 or Revision 3).