

IMPORTANT SAFETY RECALL NOTICE

Dear Trek Consumer,

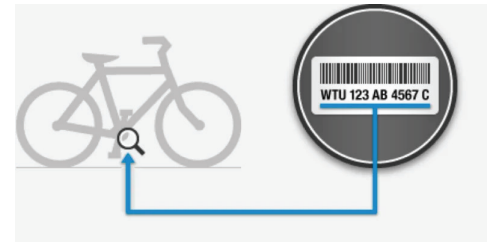
Our records indicate that you purchased a bicycle equipped with Revision 1 of the Promax Solve DSK-925 or Promax F1 DSK-927 hydraulic disc brakes. This letter is to notify you that Trek is recalling the brakes on a limited number of these bicycles, because the brake hose may eject or pull out from the brake lever. If this happens while you are riding, you could lose control of the bicycle and crash.

Your safety is very important to us. This letter contains important information about what to do next if you think you may have purchased an affected bicycle.

AFFECTED MODELS

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

Not all bicycles within these models are affected. To determine if your bicycle is included in this recall, enter your bicycle's serial number in the look-up tool at https://www.trekbikes.com/nz/en_NZ/promax-recall-inquiry/. Your bicycle's serial number begins with 'WTU' and is located on the bottom bracket near the crank set. If you are unsure whether your bicycle is affected by this recall, please contact your local Trek retailer.



DO NOT RIDE THE BICYCLE

If the brake hose ejects from the brake lever, the rider could be involved in a serious accident. Do not ride an affected bicycle until it has been brought to a Trek retailer for inspection.

WHAT TREK WILL DO FOR OWNERS OF AFFECTED BICYCLES

If you own an affected bicycle, Trek will provide you – through an authorised Trek retailer – with a free inspection and, if appropriate, a repair of the brake hose where it connects to the brake lever, at no cost to you.

In addition, when you bring your bicycle to a Trek retailer for inspection, Trek will give you a NZD \$15 in-store credit that can be used towards any Trek or Bontrager merchandise. The credit is valid until 31 December 2023 and has no cash value.

THANK YOU FOR BUYING A TREK BICYCLE

We sincerely apologise for any inconvenience this problem may cause you.

If you have any questions about the information in this letter, please contact your local Trek retailer or contact Customer Care 0800 873 569 Monday – Friday 11:00 a.m. to 7:00 p.m. NZST customerservice_newzealand@trekbikes.com