



IMPORTANT SAFETY RECALL NOTICE

Dear Customer,

Our records indicate that you purchased an Electra Navigator Go! or Electra Ace of Spades Go! e-bike. This letter is to notify you that Trek is recalling all Electra Navigator Go! and Electra Ace of Spades Go! e-bike models, because certain bolts attaching the rear fender to the bike do not contain threadlocker and can loosen during shipping or while riding. If the bolts loosen and fall out, the mudguard can rotate under the rear wheel, and you could lose control of the bicycle and fall.

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

	
Electra Navigator Go! (2021 & 2022)	Electra Ace of Spades Go! (2021 & 2022) Electra Ace of Spades Go! (2018)

If you are unsure whether your bicycle is affected by this recall, please contact your local Trek or Electra retailer.

DO NOT RIDE THE BICYCLE

If the bolts loosen and fall out, the mudguard can rotate under the rear wheel, and you could lose control of the bicycle and fall. Do not ride an affected bicycle until it has been brought to an authorized Trek or Electra retailer for inspection and repair.

WHAT TREK WILL DO FOR OWNERS OF AFFECTED BICYCLES

Trek will provide you – through an authorized Trek or Electra retailer – with rear mudguard replacement bolts with threadlocker, at no cost to you. Please contact your local Trek or Electra retailer to schedule a service appointment.

In addition, when you bring in your affected bicycle, Trek will give you a £8 GBP in-store credit that can be used towards any Trek, Electra or Bontrager merchandise. The credit is valid until 31 December 2025 and has no cash value.

THANK YOU FOR BUYING A TREK BICYCLE

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

This letter was prepared in cooperation with the US 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 any questions about the information in this letter, please contact your local Trek retailer or contact Trek Customer Care on 01908 360140 Monday to Friday 9:30-12:30 and 1:30-4pm or online at www.trekbikes.com.