

IMPORTANT SAFETY RECALL NOTICE

Dear Consumer,

Our records indicate that you purchased a model year 2026 Trek FX+ 1 or Electra Townie Go! electric bicycle. This letter is to notify you that Hyena, Inc. is recalling the rear wheel bolts on the 2026 model year bikes listed below because these bolts may be affected by hydrogen embrittlement. This can cause the bolts to break when torqued, potentially leading to wheel separation, posing a fall hazard.

Your safety is our highest priority. This letter contains important information about what to do next if you purchased an affected bicycle.

AFFECTED MODELS

Model year 2026 only, sold before October 28, 2025:

- **Trek FX+ 1 Midstep**
- **Trek FX+ 1S Midstep**
- **Trek FX+ 1 Stepover**
- **Trek FX+ 1S Stepover**
- **Electra Townie Go! Step Thru**
- **Electra Townie Go! S Step Thru**

If you are unsure whether your bicycle is affected by this rear wheel bolt recall, please contact your local Trek or Electra retailer. This recall only affects these e-bikes sold in the U.S. and Canada.

DO NOT RIDE YOUR BICYCLE

If the rear wheel bolts break, the back wheel may fall off, causing the rider to lose control and fall. Do not ride an affected bicycle until it has been brought to an authorized Trek or Electra retailer for repair. You can find the list of Trek or Electra retailers at https://www.trekbikes.com/us/en_US/store-finder/

WHAT HYENA AND TREK WILL DO FOR OWNERS OF AFFECTED BICYCLES

If your bicycle is affected, please contact your local authorized Trek or Electra retailer to schedule a repair. They will replace the rear wheel bolts at no cost to you. (Note: The original rear wheel bolts are black, and the replacement bolts are silver.).

As a thank you for your cooperation, Trek will provide you with a US\$10 in-store credit that can be used toward any Electra, Trek, or Bontrager merchandise when you participate in the recall. The credit is good through December 31, 2026 and has no cash value.

THANK YOU FOR YOUR PURCHASE

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

This letter was prepared in cooperation with the U.S. Consumer Product Safety Commission (CPSC). Hyena or 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 or Electra retailer or contact Customer Care at 1-800-373-4594 Monday through Friday from 8 a.m. to 6 p.m. CT or online at www.trekbikes.com.