



## IMPORTANT SAFETY RECALL

*Recall No. 15E-074*

### *Important Safety Information Regarding Certain Reese Explore Bike Carrier Products*

September 2015

Dear Reese Explore Bike Carrier Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Cequent Consumer Products, Inc. ("Cequent") has decided that a defect which relates to motor vehicle safety exists in certain Reese-brand bike carriers. The cradles on these products may be susceptible to failure, creating a risk that a bike may become partially or fully detached. We are conducting this recall to provide repair kits to consumers.

Our records indicate that you may have purchased one of these products. Therefore, please review this letter carefully.

#### **What Products Are Involved?**

This campaign involves the following products:

| <b>Brand/Model</b>           | <b>Part Number</b> | <b>UPC Code</b> | <b>Type</b>        |
|------------------------------|--------------------|-----------------|--------------------|
| Reese "Explore" Bike Carrier | 13929 or 1392900   | 042899139294    | 2-Bike Trunk Mount |
| Reese "Explore" Bike Carrier | 13931 or 1393100   | 042899139317    | 4-Bike Hitch Mount |

Note: Only products with the UPC codes listed above are affected. If the part number of your product ends with "G", or if your UPC is shown as "0 42899 23929 1" (for Part No. 13929 and 1392900) or "0 42899 23931 4" (for Part No. 13931 and 1393100), the product **IS NOT** covered by the recall, as these products are equipped with improved cradles.

For product still in the packaging/carton, note the following identification markings and confirm UPC code:



Part No. 1392900 (2-Bike Trunk Mount):



Part No. 1393100 (4-Bike Hitch Mount):



For product no longer in its packaging, you must inspect the unit to determine whether it is equipped with defective cradles. If your unit is equipped with the “original” cradle, as shown in the photograph below, it is subject to the recall. Please follow the instructions below. If your unit is equipped with “replacement” cradles, your unit is not affected.



### What is the Problem?

Due to a manufacturing issue, the cradles on the subject bike carriers may fail, which may cause a bike to become partially or fully disengaged from the bike rack. If a bike fully disengages and falls onto the roadway, the resulting road hazard may cause a vehicle crash or property damage.

### What You Should Do?

To obtain a repair kit, which will include replacement cradles and instructions, please contact Cequent Customer Service at 800-234-6992. If you are unable to obtain a remedy without charge within a reasonable time, you may submit a complaint to:



Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, D.C. 20590; or call the toll-free Auto Safety Hotline at 1-888-327-4326 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

\* \* \*

We appreciate your cooperation and prompt attention to this important matter, and apologize for any inconvenience.

Sincerely,

Cequent Consumer Products, Inc.