

VOLUNTARY RECALL NOTICE

REI Co-op Cycles Model Year 2022-2024 REV 12, 16, and 20



Products:

Co-op Cycles REV 12, 16, and 20 Kids bikes.

Serial Numbers which begin with:

“ET22”, “ET23”, “O1VX”, “O7VX”

Find the serial number underneath the bike frame on the bottom bracket or down tube.

Hazard:

The training wheel assembly knobs can loosen and detach from the bicycle if not correctly tightened, posing an instability risk to riders.

Remedy:

If training wheels are being used, please immediately discontinue the use of the bicycle and follow REI's instructions to have the affected part on the training wheels replaced.

If the bicycle is being ridden without training wheels, there is no further action required and you can continue riding the bicycle as is. Anyone who would like the option of using the training wheels in the future can contact REI for part replacement or to have the parts sent to you.

Starting on 07/15/24, REI will provide this replacement service free of charge for anyone in possession of a bike subject to this recall. Please stop by your local REI store to schedule this service. If it is not possible to visit an REI store, please call us at the phone number below, and our customer service team will arrange for parts to be sent to you. Please note that we anticipate the installation may be challenging for most customers, so we strongly recommend choosing the REI store replacement service.

For more information:

Customers can visit: <https://www.rei.com/help?a=REI-Co-op-Cycles-REV-Bikes---id--He33EfUtSkKpMKyK7ZX27A>

If a customer cannot visit an REI store, they can contact REI via chat, email or phone (1-800-426-4840) from 6 a.m. to 8 p.m. PT Monday through Friday or from 8 a.m. to 5 p.m. PT on Saturday or Sunday.

Post until 10/25/2024