

PEACOCK

Nuremberg, 16 January 2018

Peacock Bikes recall – children's balance bikes, plastic connector

Dear Customer

Our bikes are produced according to the latest requirements and standards of the toy industry, tested in accordance with DIN EN 71 and CE-certified.

We have, however, ascertained that on individual balance bikes, a plastic connector between the balance bike's forks and handlebars is not suitable for use in cold and/or sub-zero temperatures and may break. This has prompted us to implement a recall campaign for the affected children's balance bikes.

To help you to determine whether your children's balance bike is actually affected by this recall, we are enclosing a photo of the plastic component with this letter, as well as a photo of an unbranded balance bike fitted with the plastic connector.

A metal hinge is currently being developed as a replacement for the plastic connector. This hinge will also be thoroughly tested by Landesgewerbeanstalt Bayern (LGA) and TÜV to determine whether the balance bike's physical and mechanical properties can be guaranteed by replacing the component.

When this is complete, you will easily be able to replace the component yourself, which we will supply free of charge. In addition to the replacement component, you will also receive the appropriate installation instructions.

The development, testing, manufacture and delivery of the metal hinge are expected to take 4-6 weeks.

For the above-mentioned reasons, we herewith urge to inform you of the health and safety risk to your children when using the balance bike in cold temperatures and recommend to refrain from using it as a precautionary measure.

We also ask that you inform other users about the recall campaign and possible modification action.

To organise the recall and provide information about the next steps, please supply your contact details to following e-mail address: rueckruf@peacock-bikes.com.

We very much regret any inconvenience caused and hope you understand the actions we are taking – in the interests of safety.

Yours faithfully

Peacock Textiles GmbH

Stefan Olzak | Managing Director

REASON FOR RECALL:
CONNECTOR FROM BLACK PLASTIC.
ONLY BIKES WITH BLACK PLASTIC
CONNECTORS ARE AFFECTED



DETAILED IMAGES OF AFFECTED BLACK
PLASTIC CONNECTOR

