

# PEACOCK

## 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 are 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 set (as spare part for the affected plastic connector) already has been developed in the meantime and would be ready for your disposal from now on. It has been tested successfully from the LGA (Landesgewerbeanstalt Bayern) and TÜV that even due to this change the balance bike's physical and mechanical characteristics can be furthermore guaranteed.

This new replacement/ spare part set will be provided to you from now on exempt any charges which you can easily do by yourself with the attached manual (incl. pictures).

To organise the shipment of replacement/ spare part sets to you, please supply your contact details to following e-mail address: [rueckruf@peacock-bikes.com](mailto:rueckruf@peacock-bikes.com).

Due to above named reasons we please you – for the protection of your child – not to use the balance bike until the concerned plastic connector has been changed with our metal hinge replacement/ spare part set.

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

Recall reason  
Connecting part made of black plastic



Detail shots of the affected connecting part  
made of black plastic

