

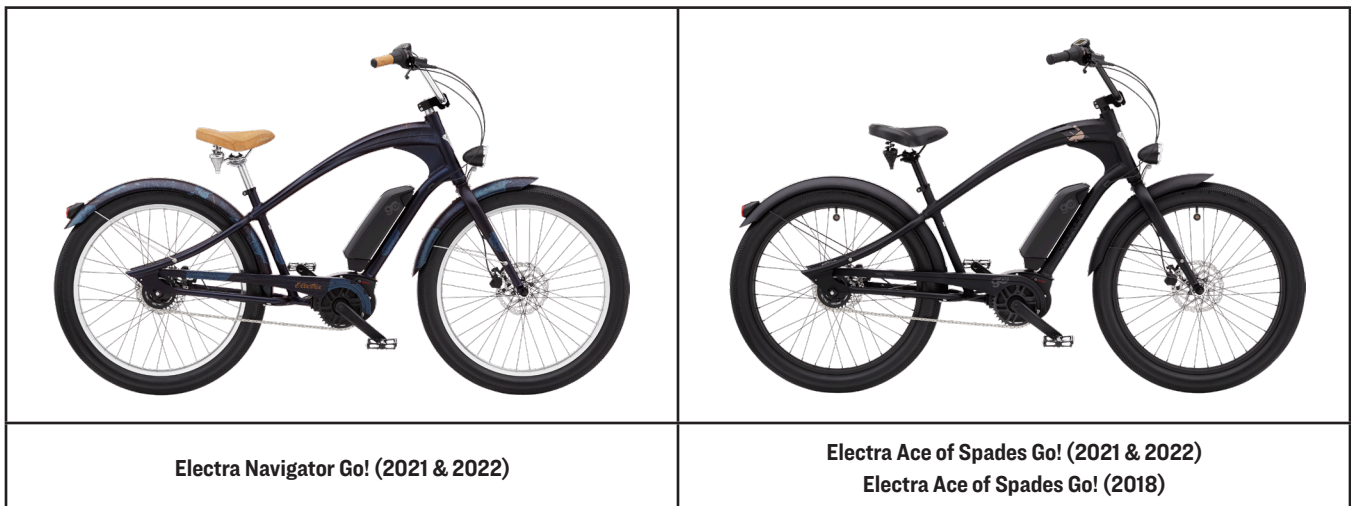
IMPORTANT SAFETY RECALL NOTICE

Dear Customer,

Our records indicate that you purchased an Electra Navigator Go! or Electra Ace of Spades Go! e-bike. This letter is to notify you that Trek is recalling all Electra Navigator Go! and Electra Ace of Spades Go! e-bike models, because certain bolts attaching the rear fender to the bike do not contain threadlocker and can loosen during shipping or while riding. If the bolts loosen and fall out, the fender can rotate under the rear wheel, and you could lose control of the bicycle and fall.

Your safety is very important to us. This letter contains important information about what to do next if you think you may have purchased an affected bicycle.

AFFECTED MODELS



If you are unsure whether your bicycle is affected by this recall, please contact your local Trek or Electra retailer.

DO NOT RIDE THE BICYCLE

If the rear fender bolts loosen and fall out, the fender can rotate under the rear wheel and could cause you to lose control of the bike. Do not ride an affected bicycle until it has been brought to an authorized Trek or Electra retailer for inspection and repair.

WHAT TREK WILL DO FOR OWNERS OF AFFECTED BICYCLES

If you own an affected bicycle, Trek will provide you—through an authorized retailer— rear fender replacement bolts with threadlocker, at no cost to you. Please contact your local Trek or Electra retailer to schedule a service appointment.

In addition, when you bring in your bicycle for inspection, Trek will give you a US\$10 in-store credit that can be used toward any Electra, Trek, or Bontrager merchandise. The credit is good through December 31, 2025 and has no cash value.

THANK YOU FOR BUYING AN ELECTRA BICYCLE

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). 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.