



August 18, 2021

IMPORTANT SAFETY RECALL

Dear Valued Customer:

Marin Mountain Bikes, in cooperation with the Health Canada is voluntarily recalling twenty different bicycle models from the 2021 model year due to a defective bottom bracket which can fail during use, resulting in a fall and injury hazard. Our records show that the recalled products were sold from August of 2020 through April of 2021.

Not all production of these bicycles is affected by this recall. Marin has developed an online tool to help determine when a bike is affected. Go to https://www.marinbikes.biz/consumer_recall/9 and enter individual serial numbers to find out.

What will Marin Mountain Bikes do?

Marin Bikes will offer a free replacement bottom bracket and labor credit to replace the defective bottom bracket.

What should you do?

1. Immediately Stop Sale (if you haven't already).
2. Please check your inventory using the online tool, and if you have affected stock, contact Marin Mountain Bikes for more information on how to receive a replacement bottom bracket. We will issue the replacement parts, and credit for the labor.
3. If consumers contact you directly, please check to ensure their bike is affected, and if so, enter a recall case at www.marinbikes.biz, or contact Marin recall at recall@marinbikes.com, or at 1-888-655-5333 (*option 3).
4. Please send the recall notice to all known customers who purchased one of these bike models, from August 2020 to April Of 2021. Additionally, we would appreciate it if you could post the recall on your website and announce the recall through your social media platforms.
5. Safety posters are an effective means of notifying consumers about the recall. Please print out and post at the checkout counter and/or in the original area where the product was advertised for sale for a minimum of 120 days (length of the recall).



Who should you contact with questions about this recall?

Please contact Marin Mountain Bikes. You can reach us by email at recall@marinbikes.com, or by phone at 1-888-655-5333 (*option 3), or you can log a recall ticket by signing into marinbikes.biz.

You can review the recall poster at: <https://healthycanadians.gc.ca/recall-alert-rappel-avis/hc-sc/2021/76235r-eng.php> or go to: <https://www.marinbikes.com/ca/bikes/recalls-safety>.

The public announcement of this recall will be issued on August 18th of 2021.

Thank you for your support and cooperation in this matter. The public announcement of this recall will be issued shortly.

Sincerely,
Scott Bannister
Warranty Manager
Marin Mountain Bikes Canada