

Safety Recall Notification

Dear Customer,

- On December 25, 2021, we conducted a recall of our SCHEIDEGG TR-F 16 folding bicycles. Upon further verification, we found that TR-F 14, and TR-F 20 frames are not sufficiently strong enough to bear certain loads and may rupture if subjected to those loads while riding. We ask all customers to immediately cease the use of the affected products.
- We will be conducting a recall and will provide a full refund to customers who purchased one of the affected products. If this applies to you, we kindly ask that you contact Montbell Customer Service. They will direct you on how to receive your refund and return the product. We sincerely apologize for any inconvenience or concern this problem may cause you, but kindly ask for your understanding and cooperation as we strive to further improve our quality control to prevent such occurrences in the future.
- **AFFECTED MODELS**
SCHEIDEGG TR-F 14 (#1130027)
SCHEIDEGG TR-F 20 (#1130029, #1130046, #1130048, #1130052)
Including Kick Stand #1130031
- Sales Period Started: April 2019~



- Return and refund method : Please contact our customer service below for details.

- **Contact information**

Mail: r3@montbell.com

Toll Free: 0088-22-0031 (Not available from cell phones and IP phones.)

Tel: 06-6531-3544

Fax: 06-6531-4055

Business hour: 10:00 - 17:30 (Week day) /

10:00 - 15:00 (Sat.) *Closed on Sun, holidays