

SeaSucker, LLC 1912 44th Ave E, Bradenton, FL 34208 www.SeaSucker.com

## **Recall Notification: Talon - 1 Bike & Mini Bomber - 2 Bikes**

Talon - 1 Bike (BT1004.1) *Shipped 6/20/24-7/30/24* Mini Bomber - 2 Bikes (BM2006.1) *Shipped 7/29/24-7/30/24* 

## **Product Voluntary Recall - Request to Replace Product**

Date: 08/01/24

Dear SeaSucker customer,

SeaSucker, LLC is issuing a voluntary product recall for Talon Racks (BT1004.1) shipped between 6/20/24-7/30/24 and Mini Bomber Racks (BM2006.1) shipped between 7/29/24-7/30/24.

If you are receiving this notice, Seasucker has identified your recent order as one of the orders potentially affected by this issue.

Approximately 75% of these orders were shipped with a potentially defective molded, plastic HUSKE Fork Mount Base (see below photos for example of this style of HUSKE Base). The included knob and nut for the plastic base may loosen over time and cause the front bike forks to shake, potentially resulting in the breakage of the fork mount base's lower pins. Broken pins will likely result in the fork mount spinning, making the bike unstable.

At no cost to you, SeaSucker will replace Talons and Mini Bombers shipped between these dates with the molded, plastic HUSKE Fork Mount Bases. If you received a plastic HUSKE base, SeaSucker is not sending out replacement parts; your entire rack, regardless of condition, will be replaced with a new unit.



XPhoto of Plastic (Nylon) HUSKE Base RETURN & REPLACEMENT OF RACK REQUIRED



Photo of Aluminum HUSKE Base



SeaSucker, LLC 1912 44th Ave E, Bradenton, FL 34208 <u>www.SeaSucker.com</u>

## NEXT STEPS:

Please respond directly to your sales representative via email or phone to confirm receipt of this notice. Any customers who received the affected racks will also need to be contacted. A sales team member will assist you with filling out the accompanying Customer Reply Form to ensure all affected racks will be returned to SeaSucker. Our team will ship out replacement racks at no cost to you or your customers and provide you with a return shipping label for the original racks.

We are grateful for your business and appreciate your patience during this process. As a small, American-made business, we take pride in providing products with the highest quality standards and want to ensure that your SeaSucker products exceed all expectations.

Best, The SeaSucker Customer Service Team

ADDITIONAL QUESTIONS? productsupport@seasucker.com 941-900-1850