

# Safety Recall | Trek 7300, 7300 WSD, and 7500

01 May, 2009

Dear Trek Retailer,

A small number of the Trek model 7300, 7300 WSD, and 7500 bicycles were made with a SPA suspension fork that was assembled incorrectly. An incorrectly assembled fork could come out of alignment with the handlebar, which could allow the front wheel to turn unexpectedly. The SPA fork can be identified by the rubber boot shown in Figure 1.

We have determined the affected models and list them below. To ensure the safety of your customers, please check your inventory to see if you still have any affected models in stock. If you do, please hold this inventory until it has been repaired.



Figure 1. Bicycle with SPA fork, with rubber boot at top of fork.

## AFFECTED MODELS

Model Year	Models	Serial Number Ranges of Affected Bicycles	Dates
2009	Trek 7300 Trek 7300 WSD Trek 7500	WTU221 through WTU365_XXXXD	August 8 through December 31, 2008 D = model year 2009
		WTU001 through WTU096_XXXXD	January 1 through April 6, 2009 D = model year 2009

The first three digits after “WTU” represent the sequential date; the number of days from the beginning of the year. The letter at the end of the serial number represents the model year.

Serial number examples:

- WTU301D86571D is an affected bicycle because it is a “D” (2009) and “301” falls between 221 and 365.
- WTU166D4556D would not be affected; it is a “D” (2009), but “166” means it was built after 096 and before 221.

## CORRECTIVE ACTIONS TAKEN BY TREK

We have repaired all affected products in our inventory. A repaired fork can be identified by the red plug in the bottom of the fork (Figure 2). Any future shipments of these models will include a correctly assembled fork.

We will notify consumers by sending a letter to each owner of an affected bicycle who has registered his or her bicycle with us. Further, we will post notice of this recall on our consumer website at [www.trekbikes.com](http://www.trekbikes.com).

Consumers will be directed to bring their bicycle to a dealer for repair. We have ordered replacement parts and they will be shipped to you based on the bicycles you purchased. Repair instructions will be available for download on Dexter.

In addition, we will prepare posters to alert consumers who come into your store. Posters will be sent to you as soon as they are completed. Please post them in a prominent location in your store(s) for at least 120 days.

If you need additional posters or repair kits, please contact Customer Service at 800.879.8735.

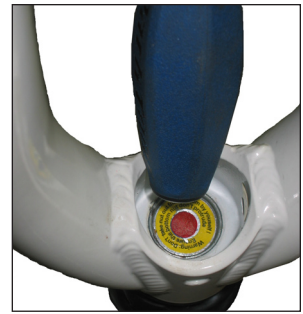


Figure 2

## WHAT YOU NEED TO DO NOW

1. Inspect your inventory for any affected models. The affected models are limited to those within specific date ranges contained in the coded serial number. Immediately stop selling all affected bicycles. *If the serial number is outside the ranges listed in this recall, the bicycle is not part of this recall.*
2. Contact all known owners of the affected bicycles. Tell them to stop riding the bicycle, and ask that they bring the bicycle into your store for an inspection.
3. If you would like us to contact your customers, provide that information to your inside salesperson and we will contact the customers directly.

## WHAT YOU NEED TO DO NEXT

### **Display the posters.**

Please post the provided recall poster in a prominent place in your store for at least 120 days. If you need additional posters, please contact Customer Service at 800.879.8735.

### **Handling affected bicycles:**

If a customer brings an affected bicycle to you, or if you have affected bicycles in stock, contact your Trek Customer Service representative. They will arrange for shipment of a repair parts kit and create a labor credit (see below). We will include repair instructions when we ship you the parts.

### **Receiving credits:**

Your customer service representative will arrange to ship a repair parts kit and also arrange for a \$20 labor credit for your store to cover your repair of the recalled fork.

## THANK YOU FOR YOUR COOPERATION

Trek is conducting this recall in cooperation with the Consumer Product Safety Commission.  
A consumer announcement will be published in the near future.

If you have questions or require additional information, please contact the Technical Department at:

**1.800.879.8735**

Consumers may call the special 7300, 7300 WSD, and 7500 Recall Hotline at:

**1.800.382.2453**

*This letter was prepared in cooperation with the Consumer Product Safety Commission.*

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