

Incident Details

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

Document Number: I1760135A INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

Report Number: 20170608-3D5C8-2147399854

Report Submitted Date: 6/8/2017

Who You Are: Consumer

Incident Description: This Thule SportRack bicycle carrier was mounted as instructed on our Toyota. We were carrying our bikes after a ride when the bolt to the carrier broke in half, prompting our bikes and steel carrier to crash into the road behind us. Fortunately, there was not a car behind us at the time (or we weren't on our normally travelled highway), as this most likely would have caused a serious accident. After investigating the reason the carrier broke, we discovered that the bolt was not even made of a sturdy steel, but is a cast aluminum screw, not strong enough to hold the product. Furthermore, there is no extra security pin or failsafe as a backup for using a single cheap bolt. We got lucky that all we lost was bikes (they are mangled beyond repair and had to be replaced), but this could be tragic and cause fatal accidents on the road. We contacted Thule to report the incident, but have been unsatisfied with their lack of concern for the dangers of their product.

Incident Date: 5/28/2017

Incident Location: Street or Highway – Forest Road 40, Bend, Oregon, 97707, United States

Product Details

Product Description: Thule SportRack bicycle carrier

Product Category: Sports and Recreation

Product Type: Cycling, Scooters, Skateboards & Skates

Brand Name: Thule

Manufacturer / Importer / Private Labeler Name: SportRack

Model Name or Number: Pathway Spare Tire Deluxe 3

Serial Number: 200416B2Z002

Date Manufactured:

Manufacturer Date Code:

Manufacturer Address: Not specified

Manufacturer Website URL:

Manufacturer Phone Number:

Retailer: etrailer

Retailer State: online

Additional Details

CPSC does not guarantee the accuracy, completeness, or adequacy of the contents of the Publicly Available Consumer Product Safety Information Database on SaferProducts.gov, particularly with respect to information submitted by people outside of CPSC.

Purchase Date: 12/15/2016

I still have the product in my possession. Yes

The product was damaged before the incident. No

The product was modified before the incident. No

Have you contacted the manufacturer? Yes

If not, do you plan to contact them? N/A

Explanation: I have the damaged product. I have contacted the manufacturer; they are unconcerned with the hazard of the product.

Your Contact Information

First Name [REDACTED]

Last Name [REDACTED]

Address: [REDACTED] Bend, Oregon, [REDACTED] United States

E-mail [REDACTED]

Phone Number:

Consent

May we include your Report, including any documents or photographs that you have attached to your Report, but without your name and contact information, in CPSC's Public Database? No, do not include my Report on SaferProducts.gov.

May we release your name and contact information to the product manufacturer / importer / private labeler? No, do not release my name and contact information to the product manufacturer / importer / private labeler.

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identified in
your Report?

I certify that I Yes
have reviewed
the Report and
that the
information
provided in this
Report is true
and accurate to
the best of my
knowledge,
information,
and belief.

OMB Control Number 3041-0146



20041682Z002



