

This is a copy of your Report to the U.S. Consumer Product Safety Commission submitted on 1/11/2018

Incident Details

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Report Submitted Date: 1/11/2018

Who You Are: Consumer

Incident Description: We purchased this bike rack from DiscountRamps.com in May of 2017. On December 30, 2017, we were driving about 70 miles an hour on I-25 in Southern Colorado, when the weld that connects the main part of the rack to the portion that enters the hitch cracked, resulting in the bikes dragging in the road until we could pull over. The rack then snapped off completely. At the time, we had three bikes worth about \$2,500 each on the rack, and more seriously, this could have caused a catastrophic accident had the rack snapped off with another car directly behind us.

The response from DiscountRamps.com was unsatisfactory. I took pictures of the broken rack and sent them to the company immediately, and wrote a one-star review of this product on their website. I had purchased the rack based on multiple positive reviews of the rack on their site. My review did not appear on their site, and their customer service rep (Lily Lancaster) contacted me several days later for details about the incident. No one ever responded to the e-mail that I had sent to their customer service address; the rep contacted me in response to the one-star review, which was still blocked from their site. The company then claimed not to have received my initial e-mail, which they eventually found in their spam filter. Although the rack comes with a one-year warranty, the company only offered a replacement, and still did not allow my negative review on their site.

I feel that this is a dangerous and defective product, given that many people would use these racks on cars that are traveling at high speeds. This incident could have caused a very serious accident; we were just lucky that the rack was still partially attached to the car and we were able to pull over.

Incident Date: 12/30/2017

Incident Location: Street or Highway – I-25, Pueblo, United States

Victim Details

First Name: [REDACTED]

Last Name: [REDACTED]

Injury Information: Incident, No Injury

Victim is of Hispanic/Latino origin? No

Race: White

Other

Race/Ethnicity:

My Relationship to Victim: Self

Gender: Female

Age when incident occurred: [REDACTED] Years

Address: [REDACTED] Boulder, Colorado, [REDACTED], United States

E-mail: [REDACTED]

Phone Number: [REDACTED]

Product Details

Product Description: Apex Hitch Bike Rack for four bikes, DiscountRamps.com product code BC-7806-4J, URL <https://www.discountramps.com/bike-hitch-rack/p/BC-7806-RACKS/>

Product Category: Sports and Recreation

Product Type: Cycling, Scooters, Skateboards & Skates

Brand Name: Apex

Manufacturer / Apex

Importer /

Private Labeler
Name:

Model Name or Number: Apex Hitch Bike Rack for four bikes

Serial Number: BC-7806-4J

Date
Manufactured:

Manufacturer
Date Code:

Manufacturer Address: Not specified

Manufacturer
Website URL:

Manufacturer
Phone Number:

Retailer: DiscountRamps.com

Retailer State: Wisconsin

Additional Details

Purchase Date: 5/7/2017

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 broken rack and I've contacted DiscountRamps.com multiple times. I also have photos but your uploader is not working.

Your Contact Information

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED], Boulder, Colorado, [REDACTED], United States

E-mail [REDACTED]

Phone Number: [REDACTED]

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? Yes, you may include my Report with any attachments on SaferProducts.gov.

May we release your name and contact information to the product manufacturer / importer / private labeler identified in your Report? Yes, you may release my name and contact information to the product manufacturer / importer / private labeler.

I certify that I 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. Yes

OMB Control Number 3041-0146