

This is a copy of your Report to the U.S. Consumer Product Safety Commission submitted on 6/17/2019

#### Incident Details

Document Number: 11960214A

Report Number: [REDACTED]

Report Submitted Date: 6/17/2019

INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

Who You Are: Consumer

Incident Description:

Supertrapp/Jardine is an Ohio company offering motorcycle accessories. I purchased a 2005 Honda VTX 1800 motorcycle with a Jardine backrest installed. This backrest was a very expensive, premium product costing considerably more than the competition. My wife noticed fatigue cracks in the side brackets of this backrest. I took photos of the fatigue cracks and sent them to Supertrapp/Jardine and asked to purchase new brackets and send the defective brackets back for evaluation. They asked for pictures and a receipt for this backrest which I no longer have. I sent the pictures and their response was that these brackets would not be a warranty item without the receipt. This I believe is a design flaw not requiring warranty. The bracket if continued to crack could fail and eject a passenger from the rear seat of the motorcycle onto the ground thereby causing injury or death. I am appalled at the response from the manufacturer by not taking any action to address this defect. All brackets manufactured by this company should be recalled and replaced with higher gauge metal. I am contacting you for the concern of the many brackets like this that have been sold and installed on motorcycles without being noticed by their owners.

Incident Date: 6/3/2019

Incident Location:

Street or Highway - [REDACTED], Sebastian, Florida, [REDACTED], United States This is my home address

#### Product Details

Product Description: Jardine Quick Release Backrest for a 2005 Honda VTX 1800F motorcycle

Product Category: Sports and Recreation

Product Type: Cycling, Scooters, Skateboards & Skates

Brand Name: Jardine

Manufacturer / Importer / Private Labeler Name: Supertrapp

Manufacturer Name:

Model Name or Number: Jardine Quick Release Backrest

Serial Number: none

Date Manufactured:

Manufacturer Date Code:

Manufacturer Address: 4540 West 160th St., Cleveland, Ohio, 44135, United States

Manufacturer Website URL: <https://supertrapp.com>

Manufacturer Phone Number: 216-265-8400

Retailer: came on motorcycle when purchased

**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.**

Retailer State: N/A

**Additional Details**

Purchase Date: 6/12/2013 This date is an estimate

I still have the product in my possession. Yes

The product was damaged before the incident. N/A

The product was modified before the incident. N/A

Have you contacted the manufacturer? Yes

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

Explanation: Manufacturer has no interest in addressing the issue.

**Your Contact Information**

First Name: [Redacted]

Last Name: [Redacted]

Address: [Redacted], Sebastian, Florida, [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 Yes

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.

that the  
information  
provided in this  
Report is true  
and accurate to  
the best of my  
knowledge,  
information, and  
belief.

OMB Control Number [REDACTED]



