



IMPORTANT SAFETY RECALL

NHTSA Recall No. 22V132

UBCO Recall No. UBCO-CS-00017

This notice applies to your vehicle:

2021 or 2022 2x2 ADV

1U [REDACTED]

Dear Registered Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

UBCO Bikes US LLC has decided that a defect, which relates to motor vehicle safety, exists in certain 2021-2022 UBCO 2X2 ADV bikes.

Reason for Recall

The annulus gear, a component of the wheel hub, may loosen during operation causing abnormal contact between the gear and hub motor. If this abnormal contact occurs while the bike is in motion, the affected wheel may seize without prior warning, causing a crash.

What will UBCO do?

Your local Authorized UBCO dealer will inspect and verify that the correct tightening torque is applied to the annulus gear component in the front and rear wheel of your bike, upon completion of this inspection, the hub motor seals and bearings will be replaced with new parts. If the torque is not found to be adequate the motor will be replaced. All work will be performed free-of-charge.

What should you do?

Upon receipt of this letter, owners should contact their local Authorized UBCO Dealer to arrange for this repair to be conducted. It is strongly recommended to have the remedy conducted immediately. The repair will be available from 04/18/2022.

For a list of Authorized UBCO Dealers, please visit the Dealer locator section of our website:

<https://ubco.com/pages/dealer-locator>.

How long will the repairs take?

The repair to the hub motors will take less than half a day, however, please make an advance repair booking with your local Dealer to ensure that the required repair parts are on hand.

If you no longer own a UBCO?

If you are no longer the owner of this vehicle, UBCO would appreciate the name and address of the new owner (if known); please email their details to supportus@ubcobikes.com.

UBCO Bikes US LLC

541-357-4067

ubco.com



What if I have further questions?

If you have further questions regarding this campaign, please contact UBCO Customer Services at supportus@ubcobikes.com or on 541-357-4067.

If, after contacting your local Dealer and UBCO Customer Services you believe that the UBCO Bikes US LLC or our Dealers have failed, or are unable to remedy the defect without charge, you may submit a complaint to: The Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Attention Leasing Agencies: Federal regulations require that you forward this recall notification to the lessee within TEN (10) days.

WHAT IF YOU HAVE ALREADY PAID FOR THIS REPAIR?

You may be eligible to receive a reimbursement for the cost of repairs made prior to receiving this notice. For further information, please contact UBCO Accounts for assistance on usaccounts@ubcobikes.com or 541-357-4067 and provide a copy of the repair invoice.

UBCO would like to thank you for attending to this important matter and extend our apologies for any inconvenience caused.

Kind regards

UBCO Bikes US LLC

UBCO Bikes US LLC
541-357-4067
ubco.com