



Model Year 2020-2022 Osa Flex Electric Moped Safety Recall

NHTSA Recall No. 23V-803; OSA Recall No. OSA FLEX MC0327

December 19, 2023

CAKE 0 Emission AB (“CAKE”) has decided that a defect which relates to motor vehicle safety exists in Model Year 2020-2022 Osa Flex Electric Mopeds. The identified mopeds were manufactured with an aluminum steering column which may become fatigued over time and could shear, leading to the front fork detaching and increasing the risk of a crash.

In the interest of motor vehicle safety, CAKE has initiated a voluntary safety recall (NHTSA Recall Campaign 23V-803) to address this issue. The mopeds involved in this recall are all Model Year 2020-2022 Osa Flex Electric Mopeds. The remedy involves replacing the aluminum steering column (Part No. MC0327) with a stainless steel steering column (Part No. MC01427).

CAKE requests your assistance in identifying affected mopeds. Please read this notice carefully and follow the steps outlined in the instructions below.

Please check your inventory for any Model Year 2020-2022 CAKE Osa Flex Electric Mopeds. **It is a violation of Federal law for you to deliver any new moped in your inventory that is affected by this recall until the remedy is completed.**

Applicable Models

The recall population includes Model Year 2020-2022 CAKE Osa Flex Electric Mopeds manufactured between December 16, 2019 and May 29, 2023.

Dealer/Retailer Procedure

If you have any Model Year 2020-2022 CAKE Osa Flex Electric Mopeds in inventory, please contact CAKE immediately at service@ridecake.com to create a service case. Replacement parts are available now, and detailed instructions to accomplish the repair are included with this notification and also will be included with your repair kit. You are also required by law to perform the recall repair on all affected new mopeds in your inventory prior to delivery to your customers.

Additionally, in accordance with Federal regulations, CAKE will begin notifying consumers that have been identified as having purchased and/or owned affected mopeds. These consumers will be directed to contact CAKE to coordinate the repair of their moped, but they may contact you directly to perform the repair. In case you are contacted, please contact CAKE at service@ridecake.com to create a service case and to obtain a repair kit to replace the aluminum steering column. The CAKE service team will request a customer name and VIN to include in the service case created. We strongly encourage you to reach out to your customers to make sure that



they are aware of this recall program. The steering column is to be replaced at no cost to the customer.

If a customer that contacts you has already replaced a steering column included in this recall and is seeking reimbursement, please advise them to contact CAKE via email at service@ridecake.com, which will create a case and initiate contact by a CAKE customer success team member to facilitate the refund.

If you do not have the necessary facilities to perform the repair yourself, please email service@ridecake.com, which will create a service case and a CAKE service team member will connect you with a participating local service provider (depending on your location) or, where practicable, dispatch a CAKE technician to your location. Alternatively, if neither of these options are available, the CAKE service team member will arrange for your vehicle to be shipped to the closest CAKE approved service location.

Dealers performing a repair will be provided a service case number that should be referenced in all communications with CAKE regarding the repair. Dealers must reference this service case number on any invoice for the repairs. All such invoices must be submitted to supplierinvoices_us@ridecake.com. Prior to submitting your invoice, you must provide evidence of the repairs performed in accordance with the recall repair instructions provided by CAKE. A side-by-side picture of the installed replacement part on the bike and the detached defective part clearly showing the completed repair will suffice. This should be emailed to service@ridecake.com and the case number should be referenced in the subject line of the email. Once the repair has been verified by the CAKE service team, a CAKE finance team member will reach out to confirm bank details and any necessary tax forms before processing the refund. Refunds will be made via ACH payment only. If this presents any challenges, this can be addressed with the CAKE finance team at the time information is requested.

CAKE regrets this inconvenience, but greatly appreciates your assistance in this matter. We look forward to working with you to enable this recall to proceed in a timely manner, and with minimal disruption to your customers.

Thank you for your understanding and cooperation.

Regards,

Mark Bense
Head of Operations
CAKE 0 Emission USA, Inc.