



Model Year 2018-2023 Kalk®; Kalk Ink® and Kalk :work motorcycles Safety Recall

NHTSA Recall No. 23V-904
January 23, 2024

CAKE 0 Emission AB (“CAKE”) has decided that a defect which relates to motor vehicle safety exists in certain Model Year 2018-2023 Kalk®; Kalk Ink® and Kalk :work motorcycles. Lithium-ion batteries with specific cells installed in certain of these motorcycles can fail in rare conditions that may occur while charging. To date, these rare conditions have only been seen when charging outside prescribed charging instructions. Battery cell failures that occur during charging can potentially lead to smoke development and/or fire.

CAKE is committed to the safety of its dealers and their customers who may have purchased one of the affected Kalk models. Accordingly, in the interest of motor vehicle safety, CAKE has initiated a voluntary safety recall (NHTSA Recall Campaign 23V-904) to address this issue. The motorcycles involved in this recall are all Model Year 2018-2023 Kalk®; Kalk Ink® and Kalk :work motorcycles.

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

Please check your inventory for any Model Year 2018-2023 CAKE Kalk®; Kalk Ink® and Kalk :work motorcycles. **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 2018-2023 CAKE Kalk®; Kalk Ink® and Kalk :work motorcycles manufactured between January 1, 2018 and November 1, 2023.

Dealer/Retailer Procedure

If you have any Model Year 2018-2023 CAKE Kalk®; Kalk Ink® and Kalk :work motorcycles in inventory, please follow the instructions below to assist CAKE in determining whether any of your motorcycles are a part of this recall.

To determine whether any of your Kalk models in inventory are part of the recall, please go to www.ridecake.com/recall-kalk and use the form to submit the requested information and create a service case. Multiple VIN’s and battery serial numbers may be entered simultaneously. A CAKE customer service representative will inform you whether any of your identified motorcycles are a part of the recall.



In the event CAKE determines your battery as being a part of this recall:

- You can still use your current battery to power your Kalk during this recall but should closely follow the charging instructions in the user manual for your specific model available on the CAKE website: <https://ridecake.com/en-SE/kalk-manuals-and-videos> .
- The remedy will involve replacing the current battery with one that contains cells with a different chemical composition. Replacement batteries are not yet available, but are currently expected to be available in Q2 the second quarter of 2024. CAKE will send a second notice when replacement batteries become available. Replacement batteries will be provided to you and your customers free of charge.
- A CAKE customer service representative will contact you to coordinate the delivery of the replacement battery and the return or disposal of your current battery.

Additionally, in accordance with Federal regulations, CAKE will begin notifying customers of the recall by mail if they have been identified as having purchased and/or owned affected motorcycles.

These consumers will be directed to contact CAKE to coordinate the replacement of their defective battery, but they may contact you directly to perform the replacement. In case you are contacted, please direct the customer to the link provided www.ridecake.com/recall-kalk and to follow the instructions to submit a service case request with CAKE.

Alternately, if you are met with any resistance to follow the above procedure, kindly have your customer contact CAKE at service@ridecake.com and a manual service case will be created. We strongly encourage you to reach out to your customers to make sure that they are aware of the recall and to contact CAKE immediately at service@ridecake.com if they have not received a recall notice in the mail.

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

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.