

IMPORTANT SAFETY RECALL

This Notice Applies to Your Bike Rack

NHTSA Recall Number: 23E085

This notice is sent to you in accordance with the *National Traffic and Motor Vehicle Safety Act*. Hollywood Racks has decided that a defect which relates to motor vehicle safety exists with the **Hollywood Racks Model HR4500 (Destination E Rack)**. Hollywood Racks is initiating a voluntary recall of this product and strongly urges you to register for a free repair kit.

This particular defect exists in all Model HR4500 (Destination E Rack) units shipped from May 1, 2022 through October 13, 2023. The assembly which attaches the rear clamping frame to the horizontal base can shear, possibly allowing the bicycle(s) to be dragged behind the vehicle or detach from the vehicle potentially leading to a vehicle crash, an injury to a person, and/or damage to the bicycle(s).

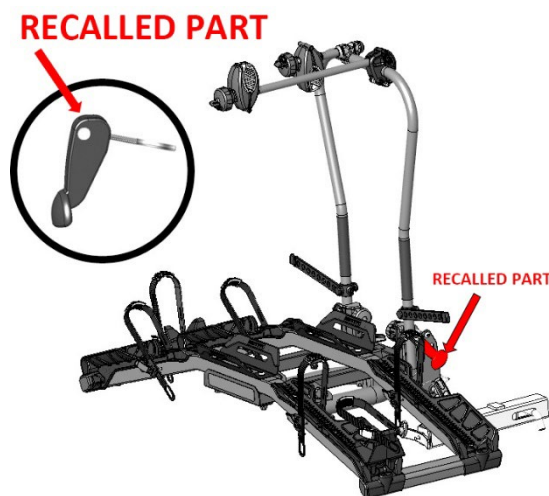
If one of the two Cam-levers ceases to function or tighten, then it has failed and you should immediately stop using it.

Take Action: Register For Your Free Repair Kit

Hollywood Racks will supply you with two (2) cam lever-eyebolt assemblies free of charge per bike rack. The inspection and parts replacement can be performed by you or you may contact Hollywood Racks for further assistance. The installation time to replace the parts is expected to take between 5- 10 minutes to complete.

To register for your free replacement part, please go to: <https://hollywoodracks.com/pages/hr4500-recall>. This is the fastest way to register.

You also may contact Hollywood Racks at 800-747-4085 or email us at safety@hollywoodracks.com to register or with any questions. If you received this notice in error, please contact us to inform us.



If you believe that Hollywood Racks has failed or is unable to remedy the defect without charge within a reasonable time, you may contact the following: Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590, call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153), or visit <http://www.NHTSA.gov>.

Hollywood Racks designs, engineers, and tests its products with safety as our number-one priority. We place great importance on your trust in us, and we sincerely apologize for any inconvenience or concern this matter has caused for you and your family. Thank you very much for your cooperation.

– The Hollywood Racks Team

REMEDY

INSPECTION:

To verify if your bike carrier has the original or new replacement cam lever/eyebolt assemblies, flip open the cam levers on the rack.

If the inside surface has a colored non-removable adhesive sticker, then it is one of the new replacement assemblies. If it does not, contact Hollywood Racks immediately for two new cam lever/eyebolt assemblies per rack.

