

HELMET SAFETY RECALL

SCORPIONEXO COVERT X DOT HELMET in all sizes
NHTSA Campaign Number: 24E-054



WHY DOES MY HELMET NEED REPLACING?

Covert X motorcycle helmets tested, by NHTSA, at a contracted test lab for motorcycle helmets, were found non-compliant with the retention system requirement set forth in FMVSS No. 218.

Kido Sports Co., Ltd. (hereinafter “Kido Sports”), the manufacturer of Covert X motorcycle helmets immediately implemented an action plan and conducted an internal investigation. Based on its investigation, Kido Sports determined that the retention system for the below mentioned helmets and periods may be noncompliant with FMVSS No. 218.

WHAT HELMETS ARE POTENTIALLY AFFECTED?

Covert X DOT

Produced between September 2021 through January 2024

Size: All sizes (XS, S, M, L, XL, 2XL)

Graphic: All graphics and solids

SAFETY RISK:

The defect could lead to the chinstrap failing to securely fasten the helmet, increasing the risk of the helmet coming loose in a crash. A helmet that detaches from the rider’s head during a crash significantly increases the risk of severe head injury or death.

WHAT THE HELMET OWNERS (CUSTOMERS) SHOULD DO?

Check the DOT Certification sticker on the back of the helmet and the production date on the QC sticker to determine if your helmet is affected.

The production date is identified in the QC sticker that can be found on the inner wall of the EPS liner after peeling off the crown liner as shown in the photograph to the right.



DOT Certification
Label



QC (Production Date)
Sticker

If you own a Covert X DOT helmet in any size with any manufacture date between September 2021 through January 2024, please **STOP USING THE HELMET IMMEDIATELY** and contact us via the telephone number, email, or address provided below.

- **HOTLINE: 1-888-672-6774**, Email: service@scorpionusa.com
- Address: Kido Sports Co., Ltd. (Branch Office / ScorpionEXO USA)
12145 Mora Dr., Unit 13, Santa Fe Springs, CA 90670

Once you contact us, **our office will issue RMA number(s) to start remedy program.** Our person in charge will guide you to the rest of the processes.

The customers are requested to submit the following information.

- The customer's full name, mailing address and/or email address
- Purchase price, and if applicable, the receipt copy or the purchasing invoice
- Helmet model, size, production date
- Location where the customer purchased the subject helmet

REMEDY PROGRAM:

1. After issuing the RMA number(s), our office will arrange for the collection of your helmet. **Upon receipt of your helmet, a replacement helmet will be provided to you.** Both the collection of your existing helmet and the delivery of the replacement helmet will be handled by our forwarder free of charge.
1. **Please note that your helmet will be replaced with a matte black helmet of the same size. For graphic helmet owners, in addition to providing a replacement matte black helmet, we will also provide a free sunshield for each replacement helmet.**

If you have sold or given away a recalled helmet prior to receiving this notice, then please email us or call our hotline number above and provide information about the person to whom you gave or sold the recalled helmet.

If you have attempted to take advantage of this recall, and you believe you have not been able to join our remedy program within a reasonable amount of time, you may contact us at our **HOTLINE 1-888-672-6774**, or via email at service@scorpionusa.com, or submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, D.C. 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>.

We apologize for any inconvenience and thank you for your attention to this safety matter.

Sincerely,