

Stenløse, 20. april 2021

Urgent safety message:

Need for service repair of RaceRunner from 2020-spring 2021

Dear .....,

In 2020-21 (Your company) have sold you a BY CONNIEHANSEN RaceRunner size 4 or 5, with **series no: xx xx xxx**. Our primary contact was .....



We hope you have had good use of the RaceRunner and no trouble.

However, this spring in Holland and Norway we have had three incidents where the frame cracked in front of the saddle section. There is a small but existing risk that more frames will crack, and it presents a risk for the runners - especially if they ride over bumps, have high weight, or have uncontrolled movements.

The RaceRunners at risk are size 4 and 5 and were built/sold in 2020 and Spring 2021. Their serial numbers lie within the range **20 01 XXX to 21 03 XXX**.

It is hard for anyone to judge visually if the welding is good or bad. Therefore, we call all RaceRunners size 4 and 5 (also X STRONG) from this period back for repair. We will work hard to get them back to you as soon as possible.

We have a method for the repair and for assembly of new products. As the RaceRunners are sold as Medical aid, we are in process of registering the incidents and analyses with the relevant Authorities.

We will contact you again to arrange pick up. Or you can deliver it for quick repair... Feel free to contact us for further information and coordination. Phone/mail....

Address to deliver it at is:

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We recommend you have the RaceRunner repaired before further use. Please receive sincere apologies from BY CONNIEHANSEN for this unpleasant situation and the trouble it may give you now as spring turns into summer. Thus, we hope for your help and understanding, that it is a necessary action.

Kind regards

CEO, .....  
BY CONNIEHANSEN 2015 ApS

Kind regards  
(Your Company)