

PRESS RELEASE, 16.01.2023

## **Recall and stop on sales for several models of the R Raymon brand**

**Affected by this measure are model year 2022 e-bikes with a CLARKS brake system**

**PIERER New Mobility GmbH recalls several e-bike models of the R Raymon brand, imposing an immediate stop on sales for all models not yet shipped.**

During internal quality control tests, deviations in fatigue strength were discovered in the CLARKS brake system. The brake system does not conform to the safety standard and specifications, which can lead to increased wear on the brakes and in extreme cases to snapping off of the rotor and accidents. Models equipped with a Shimano or Tektro brake system are not affected. The affected models are:

### **// R Raymon**

CityRay E 1.0 26"/28", Crossray E 3.0 Gent/Lady, CrossRay E 5.0 Gent/Lady/Wave, CrossRay E 6.0 Gent/Lady/Wave, CrossRay FS E 4.0, HardRay E 1.0 26"/27.5"/29", HardRay E 3.0 27.5"/29", HardRay E 4.0 27.5"/29", HardRay E 5.0 29", HardRay E 6.0 27,5"/29", TourRay E 3.0 Gent/Lady/Wave, TourRay E 3.0 Gent/Lady/Wave, TourRay E 5.0 Gent/Lady/Wave, TourRay E 6.0 Gent/Lady/Wave

Retailers have already been informed of the recall. All customers are urged to return their e-bikes to an authorized PIERER New Mobility retailer immediately, who will then process the recall. In the meantime, the listed models may not be used. The CLARKS brake system will be removed from the catalog entirely and replaced by brakes from other manufacturers.