

**IMPORTANT SAFETY WARNING**  
**ELECTRIC CARGO BIKE TROY**



FRAME NUMBER ABOVE THE LEFT CRANK

*Model Troy*

We have discovered that the Troy e-cargo bikes are susceptible to frame breaks, which could potentially result in the bike breaking apart and causing (severe) injury. Therefore, a safety warning will be issued starting from **Wednesday 18 September** and we urge for the implicated e-cargo bikes to be reinforced.

If you are the owner of the Troy e-cargo bike, we strongly recommend not to use the e-cargo bike until the reinforcement is in place. You can register your cargo bike via [www.bakfietscheck.com](http://www.bakfietscheck.com). Following your registration, you will be contacted within some weeks to make an appointment. During this appointment, the frame reinforcement for your cargo bike will be installed free of charge.

We understand that this is an unfortunate situation. We apologize for any inconvenience this may cause and thank you for your understanding and cooperation.

For more information about this safety action, please visit our dedicated page:  
[www.bakfietscheck.com](http://www.bakfietscheck.com).

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