



Europe Cycle Company B.V.
Oosteinderweg 247B
1432 AT Aalsmeer

Date: 18 September 2024

Subject: Safety warning Troy and Vogue Journey e-bikes and temporary sales suspension

Dear relation,

Through this letter we would like to inform you of a safety warning issued for the Troy and Vogue Journey e-cargo bikes and point out a temporary sales suspension for all Vogue e-cargo bikes.

Safety warning

A check of our report registration system (dealer portal) shows that in recent years there have been some reports of fractures in frames of the Troy and Vogue Journey models. The numbers are limited, and the cause of the reported fractures is not always clear. Nevertheless, for safety reasons, we are now taking the initiative to call on consumers to register their Troy and Vogue Journey e-bikes for frame improvements to prevent breakages. The Vogue Journey is also subject to additional measures due to other defects identified that need to be fixed. These include the possibility of the gas spring blocking and, for a specific batch, the possibility of breakage of the seat post.

What are we announcing?

We will post a safety alert via an online notification on our website www.voguebike.com/troy and www.voguebike.com/journey and at www.nieuwsfiets.nu. In it, we will inform consumers of the defects found and the measures we are taking. Those measures are:

- invitation to the consumer not to use the e-cargo bike until the necessary improvements to the e-bike have been made;
- invitation to consumers to register their e-cargo bike through the specially designed website www.bakfietscheck.com. They will then be contacted for an appointment to perform the improvements;
- carrying out improvements immediately, such as reinforcing the frame and for the Vogue Journey in some cases additionally replacing the seat post and/or gas spring.

Consumers can get more information about this action at www.bakfietscheck.com. We are in close contact with the Dutch Food and Consumer Product Safety Authority (NVWA) about this safety warning and the NVWA will also report this via its website www.nvwa.nl.

What does this mean for you?

Please find attached the two safety warnings for both e-bikes as we will post them online. We ask that you print these sheets and display them visibly in your store. It is likely that consumers will come to you with questions about this situation. If so, please direct these customers to www.bakfietscheck.com to register.

Once the customer has registered, they will be contacted via e-mail within a few weeks for an appointment to make the improvements.



Temporarily sales suspension

Moreover, there is currently a temporary sales suspension for all Vogue e-cargo bikes because it has been determined that the technical files of several Vogue e-cargo bikes unfortunately appear to have shortcomings. Now that this has been determined, it is not legally allowed to bring these e-cargo bikes to the market. Therefore, we have decided to temporarily suspend the sale of all Vogue e-cargo bikes. This means that for the time being you too may no longer (re)sell these e-cargo bikes to consumers until the technical files are complete.

Current stock

If you still have Troy and/or Vogue Journey e-cargo bikes in stock, please register these e-cargo bikes so that the improvements can be made. We will notify you at the time when sales of all Vogue Bike e-cargo bikes can resume. This is expected to take some weeks.

We fully understand that this situation may cause you some inconvenience and hereby apologize for the inconvenience. In addition, we obviously hope for your cooperation in order to let this recall run smoothly and safely for the consumer. Should you have any questions following this announcement, please do not hesitate to contact your account manager by e-mail.

Kind regards,

Team Europe Cycle Company B.V.