



Q&A Dealers – Troy and Vogue Journey Safety Warning and Temporary Suspension of Sales

These Questions & Answers are intended to answer any questions or concerns you may have regarding the safety warning of the Troy and Vogue Journey e-cargo bike models and the suspension of the sale of all Vogue e-cargo bikes.

If you have any questions or concerns regarding these answers, please email your account manager.

Troy and Vogue Journey Safety Warning

1. What is the situation with the Troy and Vogue Journey e-cargo bikes?

We have found that the Troy and Vogue Journey e-cargo bikes can have potential frame breaks, which can cause the bike to break off and cause (severe) injury. In addition, with the Vogue Journey e-cargo bikes, a gas spring may lock and with a specific production batch, the seat post may break off.

2. What does this mean for my current stock of Troy and Vogue Journey e-cargo bikes?

From **Wednesday 18 September**, there will be a safety warning for these e-cargo bikes. Register the e-cargo bikes that you still have in stock on www.bakfietscheck.com, after which the improvements can be made.

3. What does this mean for me?

In the official safety warning, we indicated that the safety action will take several weeks. This is because we want this process to take place as carefully as possible.

We have mapped out the improvements to the e-cargo bikes in question. We will test these improvements and submit them to the NVWA before we can start the production process. This entire process is expected to take some weeks. We will inform you as soon as possible how we are going to further organize this process and what your role will be in it.

4. What are you doing to solve this?

Owners of the Troy or Vogue Journey can register their e-cargo bike on www.bakfietscheck.com. After registration, they will be contacted within a few weeks to make an appointment to carry out the improvements.

During this appointment, frame reinforcement and/or other improvements will be made free of charge.

5. Where can I find more information about this safety action?

For more information about this safety action, please visit our dedicated page: www.bakfietscheck.com. If you have any questions, you can also contact the account manager who is known to you.



6. What should I say to customers who have questions about this situation?

We recommend that you inform your customers about the safety warning and advise them to register their e-cargo bike on www.bakfietscheck.com. It is expected that an appointment can be made within a few weeks for the implementation of the improvements.

You can also emphasize that we are committed to ensuring the safety of our products and that we will improve the defects identified – namely the reinforcement of the frame on both the Troy and the Vogue Journey, and in some cases of the Vogue Journey replacing the seat post and the gas spring – free of charge.

Temporary suspension of sales of Vogue e-cargo bikes

1. Why has the sale of Vogue e-cargo bikes been temporarily suspended?

There is currently a temporary sales suspension for all Vogue e-cargo bikes because it has been established that the technical files of some Vogue e-cargo bikes unfortunately appear to have shortcomings. As a result, it is not legally allowed to put these e-cargo bikes on the market. That is why we have decided to temporarily suspend the sale of all Vogue e-cargo bikes. This means that you are no longer allowed to sell these models to the consumer until the technical files are complete.

2. Are there any safety risks associated with the Vogue e-cargo bikes that have already been sold?

We do not see any immediate security problems because of the technical shortcomings in the files. All Vogue Bike products are certified and extensively checked for safety in use before they are sold. In addition, we carry out regular checks on the safety of our e-cargo bikes.

3. What information is missing from the technical files?

The information missing from the technical file relates to some certificates. The lack of this information is an administrative problem that we are solving energetically. We have engaged a specialized agency to help us and update the files where necessary.

4. How long is the sale of Vogue e-cargo bikes expected to be suspended?

The suspension of sales is a temporary measure. We work with a specialized agency to complete the technical files as quickly as possible and resume the sale of all Vogue e-cargo bikes. This is expected to take several weeks.