

Monday, February 12, 2018

IMPORTANT SAFETY RECALL NHTSA Recall No. 18E006

Dear AGV Helmet Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Dainese S.p.A has determined that a defect which relates to motor vehicle safety exists in certain AGV Sport Carbon Modular helmets. Accordingly, Safety Recall Notice 18E066 was released on January 22, 2018. Sales and distribution records indicate that you may have purchased one of the recalled helmets.

! IMPORTANT !

Your AGV Sport Carbon Modular Helmet is being recalled.

You should immediately return your helmet to Dainese USA Inc.

The recall replacement helmet will be provided to you at no charge.

Why is a recall being conducted?

The carbon chin guard and chin base movement are secured to the carbon shell of the motorcycle helmet using screws. To avoid the unscrewing of the screws, a cyanoacrylate glue was applied to the screws. During installation, the glue may come into contact with the polycarbonate chin base. If the glue comes into contact with the polycarbonate chin base, a chemical reaction may occur, which, over time, may cause the polycarbonate material to wear and prematurely deteriorate.

In the event the helmet receives an impact, and the polycarbonate material is worn or has prematurely deteriorated, the chin base could become detached from the shell, increasing the risk of injury.

What are we doing about the problem?

We will replace your helmet free of charge with a new helmet that uses an epoxy glue that will not cause a chemical reaction in the polycarbonate material.



Dainese USA Inc., 1001 Brioso Drive, Costa Mesa, CA 92627. USA, Tel.: +01 949 645 9500, Fax: +01 949 645 9501
Sales, Marketing & Logistics, 1001 Brioso Drive, Costa Mesa, CA 92627. USA, Tel.: +01 949 645 9500, Fax: +01 949 645 9501

What should you do?

Contact Mr. Noah Arundel at Dainese USA Inc., at 1-855-327-5639, 1001 Brioso Dr., Costa Mesa, CA 92627; or by email at sportmodular.recall@dainese.com. Mr. Arundel will provide you with shipping instructions to return your helmet.

What if you no longer own this helmet?

Please provide Dainese USA Inc. with contact information for the new owner to:

Dainese USA Inc.
Attn: Mr. Noah Arundel
1001 Brioso Dr., Costa Mesa, CA 92627
Phone: 1-855-327-5639
Email: sportmodular.recall@dainese.com

Who should you contact if you have further questions or concerns?

Please contact:

Dainese USA Inc.
Attn: Mr. Noah Arundel
1001 Brioso Dr., Costa Mesa, CA 92627
1-855-327-5639
Email: sportmodular.recall@dainese.com

If you have already paid to have your helmet repaired or replaced for this condition, you may be eligible for reimbursement of the charges you paid for the repair or replacement, as applicable. To learn more about what you need to do to obtain reimbursement, please call 1-855-327-5639 and we will provide you with instructions.

If after having attempted to take advantage of this recall you believe you have not been able to have your AGV Sport Carbon Modular remedied without charge and within a reasonable amount of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave. S.E. Washington, D.C. 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this safety recall may cause, but your safety is our first concern.

Sincerely,

Dainese USA, Inc.



FED ID#: 51-0401129
info@dainese.com
www.dainese.com
www.agv.com

