



## IMPORTANT SAFETY RECALL

### Safety Recall 22E009 on Select Fuel #SH-WS001

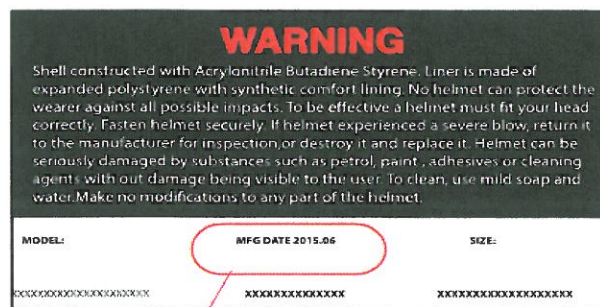
May 13, 2022

To: Fuel Helmet Customers

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Fuel has determined that certain models: #SH-WS001 – Fuel Open Face with shield in gloss black, size large, fail to conform to the Federal Motor Vehicle Safety Standard No. 218, “Motorcycle Helmets.”

Your safety is our biggest concern. We are writing to you today regarding an important product recall issue related to a small range of helmets sold by us. This recall is being conducted according to the rules and procedures of the National Highway Traffic Safety Administration (NHTSA) The NHTSA safety recall number is 22E009.

There is a manufacturer date posted on the inner liner of the helmet. If the manufacturer’s date falls within the dates of **December 2019 to November 2020**, your helmet is part of a recall. See example of warning label stitched in the helmet liner.



MANUFACTURER'S DATE CAN BE FOUND INSIDE THE BACK OF THE HELMET, AS PICTURED ABOVE

**Consequence:**

In the event of a crash, the helmet may not provide adequate protection to the wearer, possibly resulting in injury.

### **What you should do:**

If you currently own an affected helmet, then you should return your helmet to Fuel Helmets. Call our customer service at 866-241-9153 between the hours of 7:30 a.m. to 4:00 p.m. Central Standard Time (CST) or by visiting <https://fuelhelmets.com/index.php/shws001/> to submit a recall application form. Once we receive a picture of your inner helmet-warning label, confirming that your helmet is a recall helmet. We will send you a shipping label to ship your helmet back to us free of charge. Once we receive your helmet back, we will provide you a full refund of the purchase price of your helmet by issuing you a check.

### **What if you have previously paid for a replacement helmet for this particular condition?**

If you replaced a recall helmet because of the condition noted above prior to receiving this notice, you may be entitled to reimbursement. Please go to <https://fuelhelmets.com/index.php/shws001/> to provide the required information to request reimbursement.

### **What if you no longer own this helmet?**

If you sold or given away the recall helmet prior to receiving this notice, then call our customer service at 866-241-9153 or <https://fuelhelmets.com/index.php/shws001/>, and provide information about the person so our customer service representative can contact them informing them of the recall on the helmet.

If you feel like we have not rectified this situation without charge, or within a reasonable amount of time, you may submit a written complaint to:

Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., SE, Washington, DC 20590. Alternatively, you may call the NHTSA's toll-free Safety Hotline at 888-327-4236 (TTY 800-424-9153), or go to <http://www.nhtsa.gov>.

Rider safety is our top concern and Fuel Helmets is cooperating fully with the NHTSA.

Respectfully,

Fuel Helmets, Inc.