



## IMPORTANT SAFETY RECALL

*The NHTSA Safety Recall numbers are 23E003 and 23E004*

Dear Cycle Gear / Revzilla / J&P Cycles Customers:

This notice is sent to you in accordance with the National Traffic Safety and Motor Vehicle Safety Act. Comoto Holdings, Inc., has decided that certain BILT Vertex and BILT Route motorcycle helmets fail to conform to Federal Motor Vehicle Safety Standard No. 218, "Motorcycle helmets."

Your safety is our biggest concern, and we always strive to ensure that the products we sell exceed the applicable safety standards. We are writing to you today regarding an important product recall issue relating to a small range of helmets sold by us. This recall is being conducted according to rules and procedures of the National Highway Traffic Safety Administration ("NHTSA") and the U.S. Department of Transportation ("DOT"). The NHTSA Safety Recall number 23E003 and 23E004 . Please read this communication carefully as it informs you as to what you should do in connection with the recalled helmets.

### **WHAT IS THE DEFECT/NONCOMPLIANCE?**

Our third-party testing company determined that some of the helmets did not comply with Federal Motor Vehicle Standards. The helmets may not provide adequate impact protection in the event of a crash, increasing the risk of injury. For that reason, we are recalling the following helmets:

- BILT Vertex Helmets produced after 9/1/2021 in the following sizes
  - BILT Vertex – SM, MD, LG, XL
  - BILT Vertex Parabola Helmet – SM, MD, LG, XL
  - BILT Vertex Stripes Helmet – SM, MD, LG, XL
- BILT Route Helmets produced after 3/1/2020 in the following sizes
  - BILT Route – MD, XL, XXL
  - BILT Route Retro Womens Helmet – MD, XL, XXL
  - BILT Route Journey Helmet – MD, XL, XXL

If you have one of the helmets listed above, then you should stop using that helmet immediately. Also, you should be aware that it is a violation of federal law for you to sell any helmet covered by this recall notice.

## **WHAT IS CYCLE GEAR / REVZILLA / J&P CYCLES GOING TO DO?**

We will provide a credit for the full retail price of the helmet to be used towards a replacement helmet.

### **WHAT SHOULD YOU DO?**

If you currently own a recalled helmet, then you should return your helmet by either:

Calling customer service at 1-888-258-9530 or by visiting [helmetrecall.expertinquiry.com](http://helmetrecall.expertinquiry.com) to request a return kit.

OR,

Visiting your Cycle Gear retail store and providing them with the helmet as well as certain identifying information.

### **WHAT IF YOU HAVE PREVIOUSLY PAID FOR A REPLACEMENT HELMET FOR THIS PARTICULAR CONDITION?**

If you replaced a recalled helmet because of the condition noted above prior to receiving this notice, you may be entitled to reimbursement. Please go to [helmetrecall.expertinquiry.com](http://helmetrecall.expertinquiry.com) to provide the required information to request reimbursement.

### **WHAT IF YOU NO LONGER OWN THIS HELMET?**

If you have sold or given away a recalled helmet prior to receiving this notice, then please go to [helmetrecall.expertinquiry.com](http://helmetrecall.expertinquiry.com), or call the customer service phone number listed above, and provide information about the person to whom you gave or sold the recalled helmet.

If you feel like we have not remedied this situation without charge, or not 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

You may also call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to <http://www.nhtsa.gov>.

As we noted at the outset of this Notice, your safety is our biggest concern. We apologize for any inconvenience that this recall may cause.

Very truly yours,  
The Comoto Family of companies