February 9, 2015

Recall Notice

To Our Valued Customers and Friends.

Pedego Electric Bikes has always been driven to produce the highest quality electric bikes in the industry. To do that, we are constantly working with our suppliers looking for ways to improve each and every component on the bike. In October, 2013, we upgraded the battery cells used on all Pedegos to Samsung cells because we believe them to be the best quality, longest lasting and safest batteries available on the market.

Recently, it has come to our attention that the cell supplier before Samsung had a production batch of cells that have a very slight possibility of shorting which could result in the battery malfunctioning. Safety is the highest priority here at Pedego.

Because we want our customers to have confidence in our products, we have decided along with the battery cell manufacturer to conduct a voluntary recall of all the batteries sold that contain cells from this supplier. We ask that you go to www.batteryrecall2015.com, a dedicated website designed to determine if your battery is subject to the recall. If it is, we will replace your battery free of charge as soon as possible. In the meantime, please do not use your battery until you have had a chance to take a few minutes to check your battery on the website.

At the moment, we are currently out of stock on the 36V 10Ah silver metal case batteries. We will be receiving more in about 3 weeks and will send out replacements as soon as they come in.

As part of the Pedego family, rest assured that we will do everything in our power to provide the best electric bicycle possible.

Thank you in advance for your cooperation!

Sincerely,

Pedego Electric Bikes

Pedego Electric Bikes, INC.
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