



Frequently Asked Questions for Trailer Axle Recall—[consumer]

August 11, 2009

1. What trailers are affected?
 - a. 2009 d'Lite ST and 2009 Solo ST trailers
2. Can you explain why Burley is doing this warning campaign and recall?
 - a. The wheel can become separated from the trailer axle as a result of a manufacturing error. This can pose a risk of injury to the child occupant or bike rider.
 - b. Production axles were not built to the specification which required a press fit assembly of the axle receiver sleeve into the axle tube for primary retention of the wheel. If the press fit was looser than the specification allowed, the four tack welds at the outer end of the axle could break, allowing the axle receiver sleeves to pull out, taking the wheels with them.
 - c. There has been one reported incident in the field, and although there have been neither any injuries nor any incidences of a wheel coming off while in use, Burley's goal is that every consumer has a positive experience with our products. In the interest of safety and satisfaction, and in cooperation with the United States Consumer Product Safety Commission as well as Health Canada, we have elected to voluntarily replace the ST trailer axles free of charge for our customers.
3. What should I look for?
 - a. Please check the serial number to determine if your trailer is involved in this recall. The first four digits of the recalled units have serial numbers that begin with D939 or D948.
 - b. The trailers also have "d'lite ST" or "solo ST" model names screen printed on the cover.
 - c. The trailer axle tube of the recalled units is painted (powder coated) black.
 - d. The lack of a press fit of the internal part of the axle assembly cannot be seen or checked; therefore, if your trailer falls within the recalled units, you should stop using it immediately.
4. Where can I find the serial number?



- a. The serial number is printed on a sticker affixed to the frame tube in the lower left of the rear storage compartment.
5. Can I keep using my trailer if I do not see any evidence of axle failure?
 - a. No. The lack of a press fit of the internal part of the axle assembly cannot be seen or checked; therefore, if your trailer falls within the recalled units, you should stop using it immediately.
6. What could happen if I keep riding with my recalled trailer?
 - a. The wheel can become separated from the trailer axle.
 - b. There is a chance of injury to the bicycle rider or trailer occupant(s) as a result of the failure.
 - c. When a wheel comes off of the trailer while in use (which we have had a difficult time duplicating in recent tests), that side of the trailer drops to the ground. The steel axle tube makes contact with the ground and drags on the ground until the rider comes to a stop. The dragging does not cause instability of the bicycle or trailer.
7. Are all 2009 Solo ST and 2009 d'Lite ST trailer axles going to be replaced even if mine or others may not have a problem?
 - a. Yes.
8. What is Burley going to use for a replacement axle?
 - a. The welded steel axle will be revised to include redundant axle receiver sleeve retention features. In the revised design, both retention features will be verifiable through visual inspection.
9. When can I expect my replacement axle?
 - a. Axle replacement kits will be available for shipping/ordering on or about the week of August 10, 2009.
10. What will it cost?
 - a. The replacement axles will be supplied at no cost to you, including free shipping.
11. How does the replacement axle compare to the original?
 - a. See question 8.
 - b. The replacement axle will be painted (powder coated) grey whereas the recalled axles are painted (powder coated) black.
12. Where can I get more information?
 - a. The customer can call, email, or visit the Burley website.
 - i. Phone: (800) 311-5294 between 8 a.m. and 5 p.m. PST Monday-Friday



- ii. Email: STRecall@burley.com
- iii. Web: www.burley.com/STProductRecall

13. Can I replace the axle myself?

- a. Yes. The axle replacement procedure can be safely performed by a person of average mechanical capability using standard tools and no special training.
- b. Depending on the location and quantity of trailers, the work may be performed at the original manufacturer, Burley warehouse, distributor warehouse, retailer, or end-consumer.
- c. An axle replacement instruction manual, as well as an instructional video, can be found on the Burley website at www.burley.com/STProductRecall. Check it out and see if you feel comfortable doing the replacement yourself.

14. What kind of tools will I need?

They are listed on the instructions on the website. Generally a 4mm allen wrench/hex key, a set of needle nose pliers and a 10 mm box end wrench or an adjustable wrench. If you do not have any of these tools available, we recommend that you take you trailer to a Burley retailer listed on our website.

15. Will all the replacement axles be compatible with the original trailer bodies?

- a. Yes. The replacement axles will match the original design of the trailer.

16. Is there a warranty on the replacement axle?

- a. Yes. There is a lifetime warranty on the replacement axle. Please see our warranty policy at www.burley.com/support/warranty.cfm

17. Will replacement axles be available in each country?

- a. Yes. Burley will take care of ensuring that an allotment of replacement axles will be sent to each distributor in our international markets.

18. Can I get a full refund for my recalled trailer?

- a. No. The CPSC is only requiring a repair, not a refund. This axle problem is repairable by consumers and retailers under our warranty, so a return and refund is not an option.

19. Is the recall just in the United States or is it in other countries as well?

- a. The axle recall applies to all countries where 2009 d'Lite STs and 2009 Solo STs are sold.

20. How can I tell if my trailer has been fixed?

- a. The fixed axles will be painted (powder coated) grey, where as the recalled axles are painted (powder coated) black.