

RIESE & MÜLLER

Presseinformation

Mühlthal, 08.10.2021: Riese & Müller is recalling the Packster 70 cargo bike model to its production site in Mühlthal with immediate effect. All models that have been delivered since the start of delivery and up to and including October 06, 2021 are affected. At the same time, production and delivery of the product will be stopped with immediate effect. To protect our customers, the Packster 70 may no longer be used effective immediately.

The background to the recall is a technical problem with the function of the cable steering, which can severely affect the handling of the Packster 70 and therefore affects all delivered models. In order to ensure the absolute safety of all riders, the model will therefore be completely removed from the product portfolio for the time being. The Packster 60 and Packster 80 models are not affected by the recall.

"We are aware that for many of our customers the Packster 70 determines their everyday mobility and is a substitute for a car, which will now be discontinued overnight. We regret this measure all the more. We ask however for understanding that we must act as responsible enterprise in such a way ", says Markus Riese, founder and managing director of Riese & Müller.

The immediate worldwide recall of all Packster 70 models is a clear decision for Riese & Müller to ensure maximum transparency and safety for the customers. All customers who have purchased a corresponding vehicle will be informed directly by Riese & Müller about the recall and will shortly receive a comprehensive information package regarding reversal and further procedure with their Packster 70.

Owners who are already registered on the Riese & Müller My Bike service platform will be proactively informed. Non-registered customers are asked to register [here](#) or send an email to recall@r-m.de with frame number, address and phone number.

Riese & Müller expressly apologizes to all dealers and customers for any inconvenience caused.

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About Riese & Müller

Riese & Müller is a German manufacturer of premium E-Bikes, Cargo bikes and folding bikes. Founded in 1993 by Markus Riese and Heiko Müller, the company today employs 700 people at its site in Mühlthal near Darmstadt and operates an exclusive dealer network worldwide. Alongside the two founders, Dr Sandra Wolf has operated as CEO since 2013, with responsibility for the strategic orientation of the company. Riese & Müller is helping to shape the mobility of tomorrow with its innovative products and as the expert for Cargo bikes and fast HS bikes. The company is synonymous with a sustainable lifestyle, user-focused product development and pioneering E-Bike technologies. Apart from the ongoing evolution of its products, Riese & Müller's overall strategy includes a responsibility to people and the environment. In its activities, the company is guided by its four pillars of responsibility: culture, ecology, social responsibility and economics.

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