

RIESE & MÜLLER

Press release

Voluntary recall for the model Packster 70

Necessary check of the cable steering

Mühlthal, 18.06.2021: Riese & Müller has determined that in individual assembly batches, the steering damping was set too weak on a small number of Packster 70s. Thus, in combination with an unfavorable riding situation, it is possible in that the front wheel starts to quiver in individual cases and, in extreme cases, the clamping of the steering cable loosens. In the worst case scenario, this can result in a fall. Riese & Müller has therefore decided to initiate a voluntary workshop recall of the Packster 70 and recall all delivered bikes to the workshops. In the workshop, all parameters are checked or readjusted if necessary.

For Riese & Müller, quality and safety are integral parts of the brand core. Customers worldwide have been able to rely on premium quality for over 27 years. Assembly inaccuracies in the area of steering can only be clearly identified on a very small number of vehicles. Nevertheless, Riese & Müller has chosen a broad communication strategy to ensure that all vehicles meet the extremely high safety standards and that any risk of injury is avoided.

All dealers who have purchased a corresponding vehicle have already been informed by Riese & Müller about the voluntary recall and have been asked to arrange immediate service appointments with their customers.

Riese & Müller thanks its dealers for their quick assistance and apologizes for any inconvenience caused.

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