



U.S. Consumer Product Safety Commission – Recall w/Health Canada

Recall Date: November 21, 2013

Recall Number: 14-027

ElliptiGO Recalls Elliptical Cycles Due to Fall Hazard

WASHINGTON, D.C. - *Consumers should stop using this product unless otherwise instructed. It is illegal to resell or attempt to resell a recalled consumer product.*

Recall Summary

Name of Product: ElliptiGO outdoor elliptical cycles

Hazard: The front fork on the ElliptiGO cycles can separate and the drive arm axles can detach during use, posing a fall hazard.

Remedy: Repair

Consumer Contact: ElliptiGO toll-free at (888) 551-0117 from 9 a.m. to 4 p.m. PT Monday through Friday or online at www.elliptigo.com and click on the “Model 3C, 8C and 11R Recall” link for more information.

Recall Details

Units: About 7,000 in the U.S. and 200 in Canada

Description: The ElliptiGO 3C, 8C and 11R models are outdoor elliptical cycles used by adults for exercise. It is a scooter-like device that combines an elliptical trainer with a bicycle. The ElliptiGO cycles have an aluminum frame, drive arms, two 20” spoked-wheels, an internally geared hub, front and rear brakes and adjustable-height steering column. All cycles have the word “ElliptiGO” along the outside of the frame. The 3C and 8C model cycles have a “C-Series” decal towards the rear of the frame and aluminum drive arms. The recalled 11R cycles are matte black with white markings and the “11R” decal is found towards the rear of the frame. The serial numbers on all models are located on the frame in front of the back wheel near where the kickstand attaches to the frame. Serial number ranges for the recalled 3C and 8C models are from 11-010-001 through 13-028-102, and for the 11R model from 12-003-069 through 12-020-035.

Incidents/Injuries: ElliptiGO has received one report of the fork separating and ten reports of the drive arm detaching. One injury consisting of a minor abrasions caused by a drive arm detaching has been reported.

Remedy: Consumers should stop using recalled ElliptiGO cycles until they have the fork upgraded with a safety retrofit and/or upgraded replacement drive arm axles installed. Consumers with affected cycles can contact ElliptiGO online at www.elliptigo.com/safety to locate the authorized repair center closest to them.

Sold at: ElliptiGO Inc. online at elliptigo.com and through various specialty bicycle and specialty fitness retailers nationwide from April 2011 through October 2013 for about \$1,800 to \$3,500.

Importer: ElliptiGO Inc., of Solana Beach, Calif.

Manufactured in: Taiwan

Note: Health Canada's press release is available at <http://healthycanadians.gc.ca/recall-alert-rappel-avis/hc-sc/2013/36827r-eng.php>

The U.S. Consumer Product Safety Commission (CPSC) is still interested in receiving incident or injury reports that are either directly related to this product recall or involve a different hazard with the same product. Please tell us about your experience with the product on SaferProducts.gov.

[Below is standard language that appears in all recall announcements]

The U.S. Consumer Product Safety Commission is charged with protecting the public from unreasonable risks of injury or death associated with the use of thousands of types of consumer products under the agency's jurisdiction. Deaths, injuries, and property damage from consumer product incidents cost the nation more than \$1 trillion annually. CPSC is committed to protecting consumers and families from products that pose a fire, electrical, chemical or mechanical hazard. CPSC's work to ensure the safety of consumer products - such as toys, cribs, power tools, cigarette lighters and household chemicals – contributed to a decline in the rate of deaths and injuries associated with consumer products over the past 40 years.

Federal law bars any person from selling products subject to a publicly-announced voluntary recall by a manufacturer or a mandatory recall ordered by the Commission.

To report a dangerous product or a product-related injury go online to www.SaferProducts.gov or call CPSC's Hotline at (800) 638-2772 or teletypewriter at (301) 595-7054 for the hearing impaired. Consumers can obtain news release and recall information at www.cpsc.gov, on Twitter [@OnSafety](https://twitter.com/OnSafety) or by subscribing to CPSC's [free e-mail newsletters](#).

Photos

Photos will display in a slideshow at the top right of the recall.



Photo 1: Photo of an ElliptiGO 3C outdoor elliptical bicycle



Photo 2: Photo of an ElliptiGO 8C outdoor elliptical bicycle



Photo 3: Photo of an ElliptiGO 11R outdoor elliptical bicycle



Photo 4: Serial number location

Right Rail:

Box #1:

CPSC Consumer Information Hotline

Contact us at this toll-free number if you have questions about a recall:

800-638-2772 (TTY 301-595-7054)

Times: 8 a.m. – 5:30 p.m. ET; Messages can be left anytime

Call to get product safety and other agency information and to report unsafe products.

Box #2:

Media Contact

Please use the phone numbers below for all media requests.

Phone: (301) 504-7908

Spanish: (301) 504-7800

Link Text: [View CPSC contacts for specific areas of expertise](#)

Box #3:

Stay Connected

CPSC Social Media icons

Box #4:

Report an Unsafe Product

We are still interested in receiving incident or injury reports that are either directly related to this product recall or involve a different hazard with the same product.

