

# Recall Alert

## U.S. Consumer Product Safety Commission

Office of Communications

Washington, D.C.

October 11, 2012  
Alert #13-702

### ElliptiGO Recalls Elliptical Cycles Due to Fall Hazard

*The following product safety recall was voluntarily conducted by the firm in cooperation with the CPSC. Consumers should stop using the product immediately unless otherwise instructed. It is illegal to resell or attempt to resell a recalled consumer product.*

**Name of Product:** ElliptiGO 11R outdoor elliptical cycles

**Units:** about 140

**Manufacturer:** ElliptiGO Inc., of Solana Beach, Calif.

**Hazard:** The drive arm on the ElliptiGO cycles can crack or break during use, posing a fall hazard to the user.

**Incidents/Injuries:** ElliptiGO has received three reports of the drive arm cracking. No injuries have been reported.

**Description:** The ElliptiGO 11R is an outdoor elliptical cycle used by adults for exercise. It is a scooter-like device that combines an elliptical trainer with a bicycle. The ElliptiGO 11R has an aluminum frame, carbon-fiber drive arms, two 20" spoked-wheels, an 11-speed internally geared hub, front and rear brakes and adjustable height steering column. Only ElliptiGO 11R cycles with serial numbers that range from 12-003-069 through 12-020-035 are included in the recall. The serial number is located underneath the product to the rear of where the kickstand attaches to the frame. The cycles are matte black with white markings and the words ElliptiGO on the frame.

**Sold by:** ElliptiGO Inc. online at [www.elliptigo.com](http://www.elliptigo.com) and various specialty bicycle and specialty fitness retailers nationwide from April 2012 through July 2012 for about \$3,500.

**Manufactured in:** Taiwan

**Remedy:** Consumers should stop using the ElliptiGO 11R cycles included in the recall immediately and contact the firm to receive free replacement drive arms to be installed by an authorized dealer.

**Consumer Contact:** For additional information, contact ElliptiGO toll-free at (888) 551-0117 between 12 p.m. and 8 p.m. ET Monday through Friday, or visit the firm's website at [www.elliptigo.com/recall.html](http://www.elliptigo.com/recall.html) or [www.elliptigo.com](http://www.elliptigo.com) and click on Support/Safety Notices.





**Serial Number Underneath Frame**

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](http://SaferProducts.gov).

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CPSC is charged with protecting the public from unreasonable risks of injury or death associated with the use of the thousands of consumer products under the agency's jurisdiction. Deaths, injuries, and property damage from consumer product incidents cost the nation more than \$900 billion 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 30 years.

Under federal law, it is illegal to attempt to sell or resell this or any other recalled product.

To report a dangerous product or a product-related injury, go online to: [SaferProducts.gov](http://SaferProducts.gov), call CPSC's Hotline at (800) 638-2772 or teletypewriter at (301) 595-7054 for the hearing and speech impaired. Consumers can obtain this news release and product safety information at [www.cpsc.gov](http://www.cpsc.gov). To join a free e-mail subscription list, please go to [www.cpsc.gov/cpsclist.aspx](http://www.cpsc.gov/cpsclist.aspx).

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