

BILTWELL GRINGO AND GRINGO S HELMET RECALL

Parts Europe GmbH, the distributor of Biltwell motorcycle helmets, is recalling Biltwell Gringo and Gringo S. This recall applies to sizes Extra Small (XS), Small (S), Medium (MD), Large (LG), Extra Large (XL) and Double Extra Large (2XL) of these helmet models. The affected helmets may offer insufficient impact absorption at extreme low temperatures (-20° C). In the event of a crash, the wearer may not be adequately protected, increasing the risk of personal injury or death. Parts Europe GmbH is recalling the entire production lot in an abundance of caution and will provide refunds to owners of the potentially affected helmets.

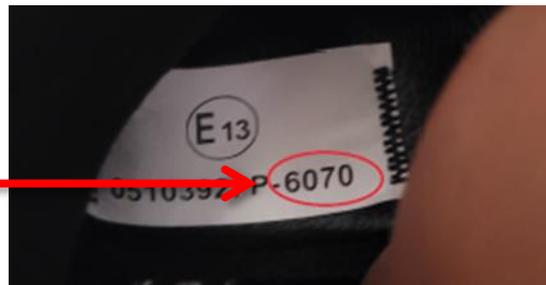
To determine whether your helmet is subject to this return program, please do the following:

1. Confirm that the model name “Gringo” or “Gringo S” appears on the DOT certification label on the back of the helmet as shown below



2. Locate the label below on the chinstrap and confirm that the last 4 number (Batch numbers) are 6070, 6011 or 6013

Batch Number



ANY HELMET THAT HAS DIFFERENT NUMBER THAN 6070, 6011 OR 6013 IS NOT SUBJECT TO THIS RECALL AND SHOULD NOT BE RETURNED.

If your helmet meets the criteria above, please cease using the helmet. End consumers who own a potentially affected helmet should initiate contact to the dealer from which they purchased the helmet to arrange for a refund. Dealers should initiate contact to arrange for free shipping to return potentially affected helmets to Parts Europe, Conrad-Roentgen-Str.2, 54332 Wasserliesch, Germany. Upon receipt of a potentially affected helmet, Parts Europe will arrange for a refund. Please contact Parts Europe by phone at +49 6501 9695 -2000, or by email at helmets@partseurope.eu for instructions on how to return your helmet.

Please contact Parts Europe at +49 6501 9695 -2000 or helmets@partseurope.eu should you have any questions or concerns regarding this matter.

Please know that the helmet manufacturer is committed to quality and safety, and apologizes for any inconvenience this notification may cause. Parts Europe GmbH will be happy to work with you in any reasonable way that supports your satisfaction and safety.

Thank you for being a valuable customer.

IMPORTANT SAFETY RECALL

July 2021

SAFETY RECALL NOTICE – BILTWELL GRINGO AND GRINGO S MOTORCYCLE HELMETS

To: All Dealers/Owners

Re: Return of Certain Biltwell Motorcycle Helmets - Extra Small (XS), Small (S), Medium (MD), Large (LG), Extra Large (XL) and Double Extra Large (2XL)

REASON FOR THIS RECALL

Parts Europe GmbH the distributor of Biltwell motorcycle helmets, has been notified that insufficient impact absorption capacity at extreme low temperatures (-20° C) may exist in certain Biltwell Gringo and Gringo S helmets. This notice applies to sizes Extra Small (XS), Small (S), Medium (MD), Large (LG), Extra Large (XL) and Double Extra Large (2XL) of these helmet models with batch numbers 6070, 6011 and 6013. Parts Europe GmbH is recalling the entire production lots 6070, 6011 and 6013 in an abundance of caution and will provide refunds to owners of the potentially affected helmets.

WHAT PARTS EUROPE GMBH WILL DO

Refund will be provided to owners of potentially affected helmets.

WHAT DEALERS SHOULD DO

Dealers that are still in possession of potentially affected helmets should cease all sales of these helmets, post the enclosed recall poster in their stores and on their websites, and contact Parts Europe by phone at +49 6501 9695 -2000, or by email at helmets@partseurope.eu for instructions on how to return any potentially affected helmets in inventory. (See the steps below on how to determine if a helmet is subject to this recall.) Further, dealers should send a copy of this notification letter to all ascertainable purchasers of the potentially affected helmets. Please be advised that it may be a violation of law to sell any new or used item of motor vehicle equipment covered by this notification until the defect has been remedied.



WHAT HELMET OWNERS SHOULD DO

If you are the owner of a potentially affected helmet, you should first confirm that your helmet is subject to this refund program by doing the following:

1. Confirm that the model name “Gringo” or “Gringo S” appears on the DOT certification label on the back of the helmet as shown below;



2. Locate the label below on the chinstrap and confirm that the last 4 number (Batch numbers) are 6070, 6011 or 6013:



ANY HELMET THAT HAS DIFFERENT NUMBER THAN 6070, 6011 OR 6013 IS NOT SUBJECT TO THIS RECALL AND SHOULD NOT BE RETURNED.

If your helmet meets the criteria above, please cease using the helmet. End consumers who own a potentially affected helmet should initiate contact to the dealer from which they purchased the helmet to arrange a refund. Dealers should initiate contact to arrange for free shipping to return potentially affected helmets to Parts Europe, Conrad-Roentgen-Str.2, 54332 Wasserliesch, Germany. Upon receipt of a potentially affected helmet, Parts Europe will arrange a refund. Please contact Parts Europe by phone at +49 6501 9695 -2000, or by email at helmets@partseurope.eu for instructions on how to return your helmet.

Please contact Parts Europe at +49 6501 9695 -2000 or helmets@partseurope.eu should you have any questions or concerns regarding this matter.

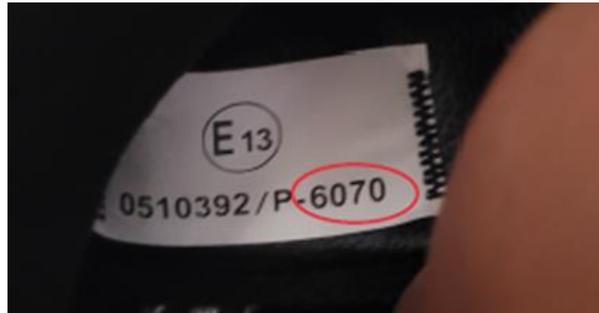
Please know that the helmet manufacturer is committed to quality and safety, and apologizes for any inconvenience this notification may cause. Parts Europe GmbH will be happy to work with you in any reasonable way that supports your satisfaction and safety.

Thank you for being a valuable customer.

Helmet Chin Strap Removal Procedure

Step 1) Read all of the strap removal procedures before cutting the straps. Failure to correctly follow these steps may result in voiding of the helmet warranty process.

Step 2) Locate the E13 ECE serial number label below on the chinstrap and confirm that the last 4 numbers (Batch numbers) are 6070, 6011 or 6013



ANY HELMET THAT HAS DIFFERENT NUMBER THAN 6070, 6011 OR 6013 IS NOT SUBJECT TO THIS RECALL AND THE CHIN STRAP SHOULD NOT BE CUT

Step 3) With the helmet turn upside down with the chinbar facing you, locate the left hand strap with metal D-rings and the E13 ECE serial number tag attached (see image below). Using a pair of scissors cut completely through the chinstrap to the left of E13 ECE serial number tag (see image below). It is important the last four digits of the batch number tag are included on the now severed chin strap so that we can identify the helmet.



Step 4) With the helmet turn upside down with the chinbar facing you, locate the right hand strap. Using a pair of scissors cut completely through the strap (see image below)



Step 5) Place the two cut straps (one of them will include E13 ECE serial number) in an envelope or a small box. Every strap needs to be packed with the corresponding RA N° (see picture below). A customer service agent will assist you with the process and will inform you when UPS will pick up the package. When received, we will issue a credit memo.

