

May 22, 2013

SAFETY RECALL NOTICE: NHTSA Campaign 13E-028

Dear Whipbar Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Yakima Products, Inc. has decided that a defect that relates to motor vehicle safety exists in the Whipbar Fitting Kits for crossbar base systems.

IMPORTANT!

Your Whipbar Fitting Kit Top of Car system is being recalled.

In the interest of ensuring absolute safety with our products, we ask that you remove those products from your vehicle and contact Fitkitrecall@Whispbar.com or call 1-888-925-4621 to speak with a customer service representative.

Why is a recall being conducted?

A small number of units shipped from May 24, 2011 through April 2013 have malfunctioned. In these instances racks have become loose or have been ejected from the vehicle.

You can identify if your Whipbar Fitting Kit is part of the recall by the part numbers. Part Numbers **K558, K393, K421, K491, K422, K480 & K508** are all subject to recall.

These Fitting Kits are for Infiniti G-sedans (07-13), Audi Q7, A3/A4/A6 Wagons, Toyota Matrix (2009-2013) and Pontiac Vibe (2009-2010), and Mitsubishi Outlander Sport.

What are we doing about the problem?

There are no updated parts for these fits. Whipbar will replace the Fitting Kits with complete Yakima rack systems or refund the consumers money.

What should you do?

Remove these products from your vehicle and contact Fitkitrecall@Whispbar.com or call 1-888-925-4621 to speak with a customer service representative.

Who should you contact if you have further questions or concerns?

Call customer service 1-888-925-4621 or email Fitkitrecall@Whispbar.com



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We apologize for any inconvenience this safety recall may cause, but your safety is our first concern.

If after attempting to have your Whispbar Fitting Kit replaced you believe you have not been able to have your Whispbar Fitting Kit remedied without charge and within a reasonable amount of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, D.C., 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We appreciate your support of the Yakima brand and your patience during this recall. We look forward to serving you in the future.

Sincerely,

Mark Reis
CEO
Yakima Products, Inc.

