

Swift Industries-Voluntary Recall  
9" Swift Straps  
8/1/2022

Dear Swift Customer,

In coordination with the United States Consumer Product Safety Commission, Swift Industries is voluntarily recalling the 9" Swift Strap. The reason for the voluntary recall of 9" Swift Straps is related to a material handling / assembly anomaly in manufacturing that resulted in warranty issues (breaking) in a small number of units. While the issue is primarily a nuisance, safety of our customers is a priority for us. We're unaware of any incidents related to the reported warranty issues, however there are obviously risks in these rare instances of strap failure.

While it's unlikely that your straps will break, we don't want to take any chances with your safety. **We ask you to discontinue use of these straps immediately.**

Affected Models Include

The 9" Swift Straps have been an included component only on the following models purchased between March 1, 2022 and July 2022:

1. Zeitgeist Pack
2. Catalyst Pack
3. Kestrel Handlebar Bag
4. Bandito Bicycle Bag
5. Handlebar Foam Spacer Kits
6. Individually sold or supplied 9" Swift Straps

The 9" Swift Straps in question are easy to identify – they are 9" long, made of black rubberized material, and feature a fox beside the buckle.



### **What Swift Industries is doing**

We have stopped the distribution of any products with the original 9" Swift Straps. All Swift Industries bags are now being shipped exclusively with Voile straps.

We have halted the manufacturing of the original 9" Swift Strap.

### **We are replacing the 9" Swift Straps with Voile Straps free of charge.**

We are *automatically* sending out replacement straps to all customers that purchased bags using this component through our website between the dates of March 1-June 27, 2022. Based on our website customer database, we will be automatically sending replacement straps to all original shipping addresses from online orders placed on [builtbyswift.com](http://builtbyswift.com), beginning on August 11, 2022. If you didn't purchase the affected bags via [builtbyswift.com](http://builtbyswift.com), see below for further information.

We are working with the Consumer Product Safety Commission to follow federal guidelines to correct the issue.

**What we need from you**

In an effort to ensure the safety of our customers, we ask you **to stop using Swift Straps until replacements have been received. Please discard\* these old straps immediately.**

To request your replacement straps please review and follow the instructions below

If you purchased on Builtbyswift.com

**If your shipping address has changed** since your original date of purchase, please email [info@builtbyswift.com](mailto:info@builtbyswift.com) to update by August 10th.

Missed the August 10th deadline, and/or haven't received replacement straps?

Email [info@builtbyswift.com](mailto:info@builtbyswift.com) Subject: Voluntary 9" Swift Strap Recall to start a claim.

If your mailing address has not changed since the time of purchase, you don't need to take any action because your free replacement straps will be in the mail the week of August 11th, 2022.

You will receive tracking information in the email inbox associated with your order.

If you purchased through a Swift Industries dealer

For all purchases made via Swift Dealers in **Japan**, contact

Blue Lug, Inc. Open Distribution Division

Phone number : 03-6276-3356

Email : [swift@weareopen.jp](mailto:swift@weareopen.jp)

Web : <https://weareopen.jp>

The team at Open Distribution is ready to replace your straps.

For all **OTHER** purchases placed through a Swift Industries dealer contact [recall@builtbyswift.com](mailto:recall@builtbyswift.com), to receive your free replacement straps.

Need further assistance? No problem!

Email [info@builtbyswift.com](mailto:info@builtbyswift.com) Subject: Voluntary 9" Swift Strap Recall to start a claim.

**We care about our customers, and we want you to be safe. Continued use of the 9" Swift Straps is at your own risk – we are not responsible or liable for any incidents or accidents related to the continued use of the 9" Swift Straps after receipt of this notice.**