

Important Safety Notice – Immediate Action Required for Your Cowboy C4 ST (Edition MR)

hey

Cowboy

2/5/2025

COWBOY*

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IMPORTANT SAFETY NOTICE

Action Required

Dear Adam,

We're contacting you regarding your Cowboy Model C4 ST (Edition MR). Following extensive testing, we've identified a manufacturing defect with the Cowboy Model C4 ST (Edition MR). A production deviation at the weld between the headtube and downtube can result in fatigue cracks developing after approximately 2,500 km of use. In rare cases, this may lead to a structural failure of the frame and pose a risk of injury.

According to our records, your bike has travelled over 2,500 km. **We are asking you to stop riding it immediately.**

Cowboy is conducting a voluntary recall of all affected frames and will replace your frame free of charge. Bikes above 2,500 km are being prioritised due to the increased risk, and you are now eligible for replacement.

While recalls in the bike industry are not uncommon, Cowboy's connected bike technology allows us to:

- Identify affected bikes instantly
- Track usage data to prioritise risk
- Communicate directly and clearly with each rider on next steps

We will contact you in due course to outline the process for your frame replacement.

[Check my frame](#)

Questions?

You can find full details and answers to frequently asked questions at: [Cowboy.com/pages/recall](https://cowboy.com/pages/recall)

Or reach out to us directly: recallteam@cowboy.com

Your safety is our top priority. We apologise for any inconvenience and thank you for your cooperation.

Kind regards,
Team Cowboy

COWBOY*



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