

## SAFETY NOTICE

To: Kimpex and CKX Canadian users, dealers and distributors

From: Kimpex, owner of the CKX brand

Date: May 13<sup>th</sup>, 2020

**KIMPEX**

**INNOVATION.  
DISTRIBUTION.  
SERVICE.**

**SUBJECT: RISK OF ACCIDENTAL OPENING OF THE CHIN STRAP QUICK-RELEASE SYSTEM (PROCLIP) WHEN ADJUSTING THE CHIN CURTAIN ON CKX TITAN AND MISSION HELMETS.**

Dear Kimpex and CKX user, dealer and distributor,

We are sending you this notice to comply with the requirements of the *Canada Consumer Product Safety Act*. As the owner of the CKX brand, Kimpex has confirmed a risk factor regarding the use of CKX Titan and Mission helmets and is therefore issuing a safety notice.

### WHAT IS THE POTENTIAL PROBLEM?

When adjusting the chin curtain, the red fabric tab of the quick-release system could get caught in the Velcro-type hook and loop fabric strip and inadvertently be pulled out, thus loosening the chin strap of the helmet. (Refer to attached Safety Campaign Bulletin # *SN\_032020\_CKX*, version 1).

As a result, the helmet may not be securely fastened after the chin curtain has been adjusted. It is therefore possible that the user could unknowingly operate a recreational powersport vehicle with a helmet that is not securely attached. In such a circumstance, should the rider be involved in an accident, this could result in personal injury.

### WHICH MODELS ARE AFFECTED?

All Titan and Mission helmets manufactured between May 2016 and March 2020 with a long chin curtain including a Velcro-type hook and loop fabric strip and a quick-release system with a red fabric tab.

### WHAT WILL KIMPEX DO?

In collaboration with its dealers, Kimpex will repair the helmets affected by this notice free of charge. Kimpex is sending a Safety Notice letter to all known registered owners of the concerned helmets to inform them of the current safety issue. This notice and the attached Safety Campaign Bulletin # *SN\_032020\_CKX* are published on the dealers website (<https://order.kimpex.com>). Information to consumers will be posted on its official website ([www.kimpex.com](http://www.kimpex.com)).

**HEAD OFFICE/  
SIÈGE SOCIAL**

5355, ST-ROCH S.  
DRUMMONDVILLE,  
QUÉBEC, J2E 0B4

[WWW.KIMPEX.COM](http://WWW.KIMPEX.COM)

## SAFETY NOTICE

### WHAT MUST DEALERS DO?

- Do not sell or deliver any helmets that you have in stock, as Federal Law dictates you to carry out the corrective action before selling them at the retail level.
- We ask all dealers and distributors to personally advise all customers, whose were sold a Titan or Mission helmet, to remove the helmet's long chin curtain in order to allow a safe use, or to stop wearing the helmet immediately until the corrective action is implemented.
- Follow the Safety Campaign Bulletin # SN\_032020\_CKX procedure to correct the condition of all helmets in stock. The replacement parts will be sent to you by July 1st.
- Ask your customer to return the helmet to your facility as of July 1<sup>st</sup> 2020 for corrective measures.
- The corrective action will take only a few seconds and must be done free of charge by the dealer.

### WHAT MUST CONSUMERS DO?

- Remove the helmet's long chin curtain to use the Mission and Titan helmets safely. Removal of the long chin curtain in no way impairs the safety of the helmets, and prevents the accidental loosening of the quick-release system by preventing the red fabric tab to be stuck in the Velcro-type hook and loop fabric strip of the long chain curtain. (Refer to attached Safety Campaign Bulletin # SN\_032020\_CKX, version 1).
- Please note that, with the Titan helmet, using the short chin curtain (included with the helmet at purchase) instead of the long chin curtain is possible. Since it does not have a Velcro-type hook and loop fabric strip, the short chin curtain is totally safe.
- Without the removal of the long chin curtain, Kimpex is warning the user to stop wearing the helmet immediately until corrective action is carried out by a Kimpex dealer.

### If you have any questions about this notice, please contact us:

By sending an email to [service@kimpex.com](mailto:service@kimpex.com). A customer service representative will contact you.

By calling **1-800-268-5475** (Canada and United States) or **819-472-3326** (for European countries), from Monday to Friday 8:00 a.m. to 6:00 p.m., Eastern Standard Time.

Kimpex is proud to provide the best information possible to all its dealers and distributors, as well as its consumers, in order to maintain the reputation of its products together.

We sincerely apologize for any inconvenience this may cause to you or your customers. We thank you for your attention and send you our best regards.

Kimpex Customer Service for the CKX brand

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### SAFETY NOTICE

Communication	Reference No.	Subject	Issu Date
No. 1	#SN_032020_CKX	Accidental opening of the chin strap	Mai 13 <sup>th</sup> , 2020

#### SAFETY NOTICE REGARDING CKX TITAN AND MISSION HELMETS

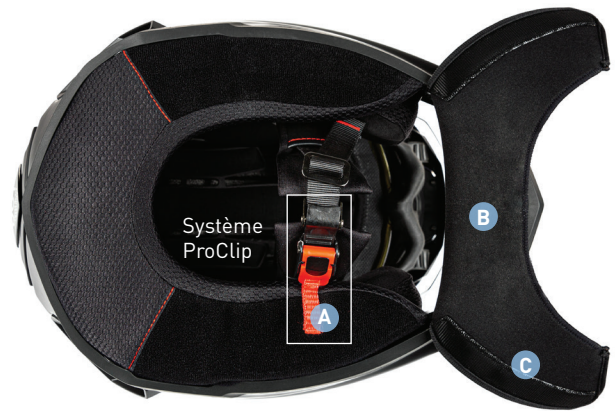
Models	Years
Titan with long chin curtain	May 2016 – March 2020
Mission	June 2019 – March 2020

#### PROBLEM

When adjusting the chin curtain **B**, the red fabric tab **A** of the quick-release system can be caught in the Velcro-type hook and loop fabric strip **C** and unintentionally be pulled out, thus loosening the chin strap of the helmet.

As a result, the helmet may not be securely fastened after the chin curtain has been adjusted. It is therefore possible that the user could unknowingly operate a recreational powersport vehicle with a helmet that is not securely attached. In such circumstances, should the rider be involved in an accident, this could result in personal injury.

#### PARTS INVOLVED WITH THE SAFETY NOTICE



- A** Quick-release system red fabric tab
- B** Titan and Mission long chin curtain
- C** Velcro-type hook and loop fabric strip

PHOTO 1

- 1 When unfastening the chin curtain, the red fabric tab caught in the self-gripping fabric is pulled.
- 2 This results in the unlocking of the quick-release system. The chin strap is no longer securely attached

The self-gripping fabric strip **C** of the long chin curtain comes into contact with the red fabric tab **A**.



View of the red tab caught in the self-gripping fabric of the long chin curtain.



View of the caught red tab which is inadvertently pulled out with the long chin curtain.

PHOTO 2

PHOTO 3

# SAFETY NOTICE



WITHOUT THE REMOVAL OF THE LONG CHIN CURTAIN, KIMPEX IS ASKING YOU TO IMMEDIATELY STOP USING THE TITAN AND MISSION HELMETS UNTIL A KIMPEX DEALER HAS IMPLEMENTED THE REMEDIAL ACTION.

## LONG CHIN CURTAIN PARTS



- A** Snap Fasteners
- B** Hooks
- C** Velcro-type hook and loop fabric strip

PHOTO 4

## TEMPORARY SOLUTION FOR MISSION AND TITAN HELMETS

### REMOVE THE LONG CHIN CURTAIN

Removing the long chin curtain allows the safe use of the helmet. This will prevent an inadvertent opening of the quick-release system, by preventing the red fabric tab from being caught in the long chin curtain Velcro part.

### REMOVING THE LONG CHIN CURTAIN

**STEP 1:** Unhook the Velcro strips **C** at each end of the chin curtain.



PHOTO 5

**STEP 2:** Release the two snap fasteners **A** at the front of the chin curtain.



PHOTO 6

**STEP 3:** Pull the part backward to release the small hooks **B** on each side.



PHOTO 7

## TEMPORARY SOLUTION FOR THE TITAN

### INSTALL THE SHORT CHIN CURTAIN

Substituting the long chin curtain for the short chin curtain allows the safe use of the Titan helmet. Since it does not contain any Velcro-type hook and loop fabric, the short chin curtain will not present any risk of unintended opening of the chin strap.

### SHORT CHIN CURTAIN PARTS



- A** Snap Fasteners
- B** Hooks

PHOTO 8

### INSTALLING THE SHORT CHIN CURTAIN

**STEP 1:** Engage the 2 small hooks **B** in the slots provided for this purpose.



PHOTO 9

**STEP 2:** Press firmly down the 2 snap fasteners **A** to complete the installation.



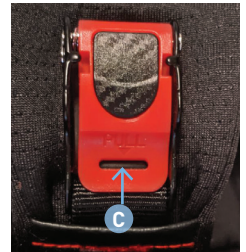
PHOTO 10

# SAFETY NOTICE

## PERMANENT SOLUTION

The CKX engineering team is currently manufacturing a replacement tab intended to address the problem permanently. This replacement part will be sent to ensure the repair of all helmets sold by every dealer.

### PERMANENT SOLUTION COMPONENTS



A

Silicon tab tip

B

Silicon tab slot

C

Quick-release system buckle slot

PHOTO 11

### INSTALLING THE NEW TAB

**STEP 1:** Cut and remove the original red fabric tab.



PHOTO 12

**STEP 2:** Insert the new silicon tab tip **A** into the quick-release system buckle slot **C**.



PHOTO 13

**STEP 3:** Insert the silicon tab tip **A** into its other end slot **C**. Pull to solidify.



PHOTO 14

### NEW SILCON TAB PROPER FINAL POSITION



PHOTO 15

# SAFETY NOTICE

## WARRANTY

CKX offers a three (3) year legal warranty for all its helmets. By registering your purchase online, you receive an additional two (2) year warranty.

## COVERAGE\*

CKX helmets are warranted to be free from defects in materials or workmanship. This warranty remains valid for 3 years (+2 more years with an online registration) starting at the date of purchase. It does not, however, cover any problem relating to a modification (stickers, paint, etc.), to an accident or to damage caused by the helmet's contact with another surface or object, etc.

\*The legal warranty is limited to 1 year against all materials or workmanship defects on the electric visors.

## PROCEDURE

To obtain service under this warranty, contact the dealer where you purchased the helmet making sure you show the receipt indicating the date of your purchase.

## QUESTIONS

Please contact us if you have any questions about our warranty.