

	Reference	Date : 10-10-2015
	FAQ for KJ Elie Recall	Page 1 of 2

Serial Number

How can I find my serial number among the list?

Use the standard search functionality of your computer's software. Enter your serial number in the search box and the display will highlight the number if it is included in the list. If you're still not sure, confirm with customer service.

My serial number ends in D313 and is not included in the list. Is this possible?

Yes, not all of the D313 batch is affected, only products manufactured since May 28, 2013. If you require more clarification, simply contact customer service.

Correction Details

Why are these kayaks the subject of this recall?

These kayaks could have a weakness in the keel assembly. This weakness could lead to cracks in the hull creating a susceptibility to water infiltration and affecting kayak buoyancy during lengthy excursions. Despite zero accidents having been reported, security is our top priority and we have decided to voluntarily recall all kayaks that could potentially be affected.

What corrective measures were taken?

In order to correct the situation, we have made modifications to the keel that brings together two portions; the keel and the hull. In addition, we have changed the type of insert used, and we have reviewed our assembly methods in order to approve assembly quality, to approve keel shock resistance and to ensure proper sealing.

How can I verify if my kayak has already been affected?

Regardless if your kayak has shown signs of water infiltration or not, it is vital to follow the steps in order to obtain a free replacement kayak. This kayak may be dangerous and could jeopardize the safety of its users.

If my kayak takes on water, can I still use it?

No, to avoid any accidents, you must proceed with the replacement request.

	Reference	Date : 10-10-2015
	FAQ for KJ Elie Recall	Page 2 of 2

Replacement Kayak

How can I obtain my replacement kayak?

Follow the instructions in the consumer section of the recall page on the Elie site and fill out the form.

When can I have my replacement kayak?

We will begin to ship them out in February 2016.

Where can I get my replacement kayak?

Simply follow the instructions given by customer service.

What are the replacement models?

The replacement models are the following:



Strait 120



Strait 120XE



Strait 140



Strait 140XE

Are there any models without keels?

The Strait models all have keels. The keel allows for the addition of a rudder to the XE models, but also provides improved maneuverability of the watercraft.