

Kyosho – Official Recall Notice (May 2024)

Replacement Request for “XSPEED 85 Sensored Brushless Motor 8500KV”

Valued Kyosho Customer,

Regrettably, it has come to our attention that during the production process, "parts with different specifications were substituted" and shipped without detection during subsequent QC inspections.

Specifically, the motor included in the MINI-Z Racer MR-04EVO2 chassis set (W-MM/8500KV) fails to reach the advertised performance level. This issue was identified on February 15, 2024. We apologize for any inconvenience this may have caused.

To rectify this, we kindly request affected customers to check their products and, if applicable, please return the affected motor back to Kyosho America along with a return address. We will promptly dispatch a tested replacement, the "XSPEED 85 Sensored Brushless Motor 8500KV".

We deeply apologize for any concern or inconvenience this may have caused and appreciate your understanding and patience as we enhance our quality control measures to prevent such incidents in the future.

Affected Product Details:

- Product No.: No.MZ704

- Product Name: XSPEED 85 Sensored Brushless Motor 8500KV
- JAN: 4548565461714
- MSRP Price: \$74.99
- Product Link: <https://kyoshoamerica.com/xspeed-85-sensored-brushless-motor-8500kv-mz704.html>

- Product No.: No.32890

- Product Name: MINI-Z Racer MR-04EVO2 Chassis Set (W-MM/8500KV)
- JAN: 4548565458691
- Price: \$319.99
- Product Link: <https://kyoshoamerica.com/mini-z-racer-mr-04evo2-chassis-set-w-mm-8500kv-32890.html>

Note: Nos. 32891, 32892, MZ705, and MZ706 are not applicable.

Only customers residing in North America who purchased the product from a U.S. or Canadian store are eligible for replacement. Customers outside the U.S. and Canada should contact their local distributor.

Exchange Procedure:

Please carefully follow the instructions below.

We will begin accepting applications from May 1, 2024.

Instructions:

In order to request a replacement motor (MZ704):

- Kindly return the affected 8500KV motor, please use your preferred shipping method and return it back to Kyosho America HQ (Texas Location). Please ensure to remove the pinion gear and motor guide before returning the motor.

- Don't forget to remove the pinion gear and motor guide when returning the motor.

- Upon receiving your old motor (MZ704), we will send you the replacement product (motor only). Replacements received on or after May 1, 2024, will be shipped within 3 business days (excluding Saturdays, Sundays, and national holidays).

Return Address:

Kyosho America Headquarters
1080 S Kimball Ave Ste 140, Southlake, TX 76092

When returning the product, please fill in and send us your address, name, telephone number, and email address.

Rest assured, your personal information will only be used for this correspondence. Please understand that due to security reasons, there may be instances where you do not receive a reply email or your application's contents are not delivered to our company.