

Important Safety Recall Notice | [01.30.2025]

Matrix Fitness has identified a potential safety risk associated with certain **Matrix Training Cycles, Models: CXC-02, CXM-02, CXM-03, CXP-03, CXV**, sold between **January 2021 and October 2024**. The training cycles' adjustable seat can unexpectedly lower while in use, posing a fall hazard to the rider. In cooperation with the U.S. Consumer Product Safety Commission and Health Canada, Matrix Fitness is therefore initiating a voluntary recall of these training cycles, to repair the seat height adjustment lever mechanism with a retrofit kit. See table below for a list of products involved in this recall:

Action Required: Please confirm if your Matrix product is affected by the safety recall. To be impacted, the product:

1. Must be an iteration of the CXC-02, CXM-02, CXM-03, CXP-03, CXV Matrix Training Cycles, per the chart below. Frame serial numbers are located on the frame on the rear lower left. Below is an example of serial number FC32**21****09**00001 and how to determine if the **year** and **month** are included with this recall.
2. If your CXC-02, CXM-02, CXM-03, CXP-03, or CXV Matrix Training Cycle has a production date of January 2021 (**2101**) and newer, your seat height adjustment lever is affected by this recall.



FC	31	21	09	00001
TYPE OF UNIT	MODEL #	YEAR	MONTH	PRODUCT #
Model Information		Example Serial Number		
CXC-02 (FC32)		FC32 21 09 00001		
CXC-02 (ZFC32)		ZFC32B 24 06 00001		
CXM-02 (FC33)		FC33 21 08 00001		
CXM-03 (FC36)		FC36 24 03 00001		
CXP-03 (FC29)		FC29D 24 06 00001		
CXV (FC27)		FC27 21 07 00001		

To self-report your affected model, please scan the QR Code below:



Once you have confirmed that you have a cycle that is part of this recall, **please immediately stop using the cycle and contact Matrix Fitness about your recalled unit by scanning the QR code above** or emailing cxrecall@matrixfitness.com. Matrix will then schedule a service technician to visit your location and complete the work at no charge to you.

Please contact us via the methods above if you have any questions.