

## IMPORTANT SAFETY NOTIFICATION FOR CURRENT CUSTOMERS: 2020 MIRAGEDRIVE 180 KICK UP BOOM / MARKET WITHDRAWAL AND PRODUCT UPDATE

[Click here for instructions](#) on how to check if your 2020 MirageDrive 180 with Kick-Up Fins have the updated parts

Following two isolated instances of equipment failure in the field under extreme use, and a consequent immediate and thorough investigation by our product team, Hobie has identified a defect with the “Boom” on our new MirageDrive 180 with Kick-Up Fins (2020 model year). There are two pieces of stainless steel within the Boom component of the MirageDrive 180 that should be fully welded together, but after investigation we have discovered that the welds are not up to design specification, leaving the part vulnerable to failure. Failure of this part could cause the plastic Boom to fall away from the drive, potentially resulting in the loss of a fin.

While these incidents have been extremely isolated, since it is impossible to identify the defect from a visual inspection, we have decided to move forward with a 100% replacement of this part. Out of an abundance of caution, we will be immediately updating all suspect Drives that have been distributed to dealers and/or sold to consumers, as outlined in detail below.

The only two incidents of failure that have been reported were under rigorous use after many hours and had been subjected to repeated bumps on shallow objects. We have no known incidents where both booms failed so we believe it to be unlikely that a Drive would be rendered completely unusable. All kayakers should have the Hobie provided paddle available, as strongly recommended in our product literature. In the highly unlikely event of both booms failing, a paddle is, as always, a critical safeguard. Without a paddle or operable fins, navigating back to shore/safety is difficult and may require swimming, using your arms to paddle or receiving assistance.

**As we work to complete this process as quickly as possible, we ask that customers who purchased a 2020 model year kayak September 1, 2019 or later featuring the new 2020 MirageDrive 180 with Kick-Up Fins to consistently use the paddle provided with the purchase of a Hobie kayak.** Please note that this issue is exclusively related to the model year 2020 MirageDrive 180 Kick-up Drives and does not affect any other Hobie products.

### **To update your 2020 MirageDrive 180 with Kick-Up Fins, please follow these steps:**

1. Register your Hobie kayak here: <https://www.hobie.com/product-registration/>
2. Once you have completed the registration, we will email you to confirm delivery details.
3. Hobie will ship an empty box for you to use to return your 2020 MirageDrive 180 with Kick-Up Fins to Hobie. The box will contain a pre-paid shipping label.
4. Drop the box containing your MirageDrive off at a FedEx location to be shipped back to Hobie headquarters. Find your closest FedEx location here: <https://www.fedex.com/locate/>
5. When Hobie receives your existing 2020 MirageDrive 180 with Kick-Up Fins, we will update your Drive within one day and ship back to you via FedEx Ground. Please allow 2-6 days for shipping. Rest assured that the contact information that you provide for this will be used strictly for product updates and will not be used for marketing purposes.

We appreciate your patience through this process and assure you that we remain committed to prioritizing consumer safety, satisfaction, and doing everything we can to deliver the premium experience our customers have come to expect from the Hobie brand. If you have any questions, please contact us at [warranty@hobie.com](mailto:warranty@hobie.com).

### **FAQS**

**I bought a 2020 Mirage kayak with the new MirageDrive 180 with Kick-Up Fins but I didn't receive an email or letter. How do I know if I have the updated MirageDrive?**

We are making every attempt to contact all customers who have taken delivery of the Drives that need to be updated. We strongly recommend that you follow the instructions below to confirm whether your 2020 MirageDrive with Kick-Up Fins requires an update.

**How do I check to see if my 2020 MirageDrive 180 with Kick-Up Fins needs to be updated?**

**Step 1:** Take your MirageDrive and push back both of the fins as though an obstacle has been hit.



**Step 2:** There is a cavity on the underside of the Boom that is exposed when the fin is folded back. Check directly underneath Boom in the cavity. If you see red dot and/or an “A” embossed under either of the fins, **no** further action is needed (see image below). If there is not an embossed “A” in either of the below identified locations, please register your 2020 Hobie kayak here: <https://www.hobie.com/product-registration/> and we will contact you to make arrangements to update your Drive. More details below on the process to send your existing Drive to Hobie for updates.



As a reminder, we recommend always bringing the paddle provided with your Hobie kayak purchase every time you go out on the water.

**Am I going to be charged anything for the update?**

No. Hobie is covering these costs 100%.

**I bought a 2019 Hobie kayak this year, am I affected?**

No. Only model year 2020 MirageDrive 180 with Kick-Up Fins are impacted.

**While I’m waiting for the box to arrive, can I still go out on the water using my 2020 MirageDrive with Kick-Up Fins?**

As long as you bring the paddle Hobie provided with your purchase and take all other general safety precautions, you can still use your MirageDrive until you receive the box to ship your Drive to Hobie.

**What steps do I need to take to get the updates?**

Once you have confirmed that your 2020 MirageDrive with Kick-Up Fins is impacted, please follow these steps:

1. Register your 2020 Hobie kayak here: <https://www.hobie.com/product-registration/>
2. Once you have completed the registration, we will contact you to confirm delivery and shipping details.
3. Hobie will ship an empty box for you to use to return to us your 2020 MirageDrive 180 with Kick-Up Fins. The box will contain a pre-paid shipping label.
4. Drop the box with your MirageDrive off at a FedEx location to be shipped back to Hobie headquarters. Find your closest FedEx location here: <https://www.fedex.com/locate/>
5. Upon receipt of your existing 2020 MirageDrive 180 with Kick-Up Fins, we will update your Drive within one day and ship back to you. Rest assured that the contact information that you provide for this will be used strictly for product updates and will not be

used for marketing purposes.

### **I already registered my 2020 Hobie kayak and I haven't heard from Hobie. What should I do?**

Please email us at [warranty@hobie.com](mailto:warranty@hobie.com) and include your contact information and address. If you have your kayak serial number, please include that as well.

### **I sent my MirageDrive 180 with Kick-Up Fins back to Hobie. How long until I get it back?**

Upon receipt of your return, we will immediately start the process and have it shipped back to you within one business day. Shipments will be sent via FedEx Ground and will take from 1-6 days for delivery.

### **Have both of the Booms failed any Hobie customers or team members?**

We have no known incidents where both booms failed, so we believe it to be unlikely that a Drive would be rendered completely unusable, and all kayakers should have the Hobie provided paddle available, as strongly recommended in our product literature. The Drive remains functional with only one fin. We want to proactively make our best effort to prevent any issue on the water-related to our kayaks, so we have chosen to update all 2020 MirageDrive 180s with Kick-Up Fins ASAP to minimize the chance of this occurring going forward.

### **My MirageDrive looks fine. Why do I have to send it back?**

It is impossible to identify the defect through visual inspections, aside from confirming that it's an updated Drive. To confirm that you have an updated Drive, please follow instructions above. Therefore, we have taken this proactive approach to update all 2020 MirageDrive 180s with Kick-Up Fins in the field.

### **Can I take my MirageDrive to my local Hobie dealer for them to do the work?**

To expedite the process, we recommend working directly with Hobie's Warranty Team to get your Drive updated and sent as quickly as possible. However, if you prefer to work with your Hobie dealer, please contact us at [warranty@hobie.com](mailto:warranty@hobie.com).

### **I have more questions, who should I contact?**

Please email us at [warranty@hobie.com](mailto:warranty@hobie.com) and we will contact you as soon as possible during our normal business hours.



[Shortcuts](#)

[Hobie Sites](#)

[Country/Language](#)

[Legal](#)

[Contact Us](#)