

## Important Recall Notice

With our dedication to safety and quality in mind, Shimano is issuing a voluntary recall of some bonded 11-speed Hollowtech road cranksets produced before July 2019 for a possible bonding separation issue.

To remedy this situation, Shimano will have applicable, pre-July 2019, cranks inspected by Shimano authorized retailers and Shimano will replace any cranks that fail the inspection process. There is no need for further action for cranks that pass the inspection process. The CPSC has reviewed and approved the voluntary Corrective Action Plan that Shimano has proposed. This is designed to give the consumer multiple ways to determine whether their crank shows a possible bonding separation issue and to swiftly remove any possible safety hazard to our consumers.

Not all Ultegra and Dura-Ace cranks need to be inspected. Only cranks produced before July 2019 need to be inspected, and the way to know if your crank should be inspected is to identify it in step 1 below.

### Crank Identification and Inspection Process

The way to know if this applies to your crank is to follow the instructions in Step 1. More detailed information with images can be found below.

#### Step 1 – Determine whether this notice applies to your crankset

- **Step 1A – Identify the model number of your crankset**
- The affected model numbers are DURA-ACE and ULTEGRA branded cranksets with the following model numbers: **ULTEGRA FC-6800, FC-R8000 and DURA-ACE FC-9000, FC-R9100 and FC-R9100-P**. The model numbers are stamped on the inside of the crank arm near the bottom of the arm (see yellow square in the] image below).
- **Does the model number on your crank arm match the model numbers above?**
- **NO:** The crank is not affected, and no further action is needed.
- **YES:** Proceed to STEP 1B.



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## Step 1B – Identify the production code stamped on your crank arm (blue box on the image below)

- A production code is stamped on the inside of the crank arm near the bottom of the arm. The affected models are pre-July 2019 production and have the following two-letter production code on backside of the crank arm where the pedals are attached: KF, KG, KH, KI, KJ, KK, KL, LA, LB, LC, LD, LE, LF, LG, LH, LI, LJ, LK, LL, MA, MB, MC, MD, ME, MF, MG, MH, MI, MJ, MK, ML, NA, NB, NC, ND, NE, NF, NG, NH, NI, NJ, NK, NL, OA, OB, OC, OD, OE, OF, OG, OH, OI, OJ, OK, OL, PA, PB, PC, PD, PE, PF, PG, PH, PI, PJ, PK, PL, QA, QB, QC, QD, QE, QF, QG, QH, QI, QJ, QK, QL, RA, RB, RC, RD, RE, and RF. Please proceed to Step 2 if your crank has this code. If your crankset does not have one of these codes, please proceed to step 3.



- If you have noticed any changes in the feeling of the crank when you pedal or hear noise or creaking, please proceed to Step 2.
- Consumers who believe they have an applicable product or are unsure how to check the manufacturing code are asked to contact an authorized Shimano retailer to schedule a free crankset inspection. Please see below for instructions on how to figure that out. You may also call us at (844) 776-0315 for assistance.
- Consumers with cranksets that do not fall within the specified date codes do not need to take further action regarding this safety recall or inspection. Please proceed to Step 3.

## Step 2 – Take the Bicycle to the Retailer for Inspection

- Shimano has developed the crank inspection process and will provide clear instructions and tutorials for retailers.

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- You can take your bike to a participating retailer starting October 1<sup>st</sup>
- The retailer will inspect the crankset for signs of bonding separation or delamination.
- Retailers will submit the required information to Shimano so that we can document the inspection, results, and replacement cranks if needed.
- Shimano is required to maintain this information for CPSC reporting and to ensure the process is completed.
- Consumers whose cranksets show signs of bonding separation or delamination during the inspection will be provided a free replacement crankset\* from Shimano that the retailer will professionally install.

### **Step 3 – Ride safely and continue to inspect your bicycle/equipment**

- If your crankset passes the inspection and has no signs of delamination, we appreciate your patience and diligence in having the safety inspection done. You may continue using your crankset as normal.
- If your crank requires replacement, we appreciate your patience to complete this process.
- We encourage all riders to maintain their bicycle and riding equipment diligently.
- Have your bike tuned up and inspected regularly (ask your retailer for recommendations based on your riding habits).
- Pay attention to changes in the sound and feel of how your bike is riding. Changes could indicate wear out, breakage, or need for adjustment to some part of your bike.

\*If a replacement crankset is temporarily unavailable, Shimano will maintain a registry of retailer requests and will notify retailers when the replacement is ready.

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### A Note from Shimano

Since 1921, Shimano has been committed to producing the highest quality, most durable, and reliable components throughout the cycling industry. Our products are trusted worldwide by millions of cyclists across every category and cycling discipline. Shimano stands behind our products as a global leader and we want to ensure all riders experience Shimano's hallmark reliability and quality with every pedal stroke. We thank you for your trust, understanding, and support.

Consumer Contact: Shimano toll-free at 844-776-0315 from 8 a.m. to 5 p.m. PT Monday through Friday or online at <https://bike.shimano.com/en-US/information/customer-services.html> or <https://bike.shimano.com/en-US/home.html> and click “Information” then “Safety Recalls” at the top of the page for more information.

Link to Shimano Locator – Look for the “Shimano Inspection Location” Flag  
<https://bike.shimano.com/en-US/information/dealerlocator.html>

This voluntary recall is being conducted in cooperation with the United States Consumer Product Safety Commission and Health Canada.