

IMPORTANT SAFETY WARNING

PRE-JULY 2019, 11-SPEED HOLLOWTECH II ROAD CRANKSETS INSPECTION NOTICE

Shimano starts inspection and replacement program

Shimano Europe B.V. ("Shimano"), starts an inspection and replacement program of selected bonded 11-speed HOLLOWTECH II road cranksets produced between June 1, 2012, up to and including June 30, 2019, for a possible bonding separation issue.

This specifically concerns the Shimano ULTEGRA FC-6800, DURA-ACE FC-9000, ULTEGRA FC-R8000, DURA-ACE FC-R9100 and FC-R9100-P 11-Speed Bonded HOLLOWTECH II Road Cranksets in Europe. Reports received by Shimano indicate that the bonded parts of the crank arm could separate and break, posing potential fall and injury hazards to consumers.

To remedy this situation, Shimano will have any applicable crankset inspected. Shimano will replace any crank arm that fails the inspection process.

This inspection is designed to determine whether the crank arms show a possible bonding separation issue and to swiftly remove any possible safety hazard to our consumers. Not all ULTEGRA and DURA-ACE cranksets need to be inspected. Only cranksets produced between June 1, 2012, up to and including June 30, 2019, need to be inspected. The way to identify if a crankset should be inspected is provided in the WHAT TO DO section below.

Shimano will replace any cranksets that fail the inspection process free of charge.

POTENTIAL RISK

Reports received by Shimano indicate that the outer cover of the crank arm may start to separate from the main crank arm body, posing potential fall and injury hazards to consumers.

WHAT TO DO

CRANKSET IDENTIFICATION AND INSPECTION PROCESS

To know if this process applies to your crankset, please follow the instructions in **STEP 1**.

STEP 1 – Determine whether your crankset needs to be inspected

STEP 1A – Identify the model number of your crankset

The affected products 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 crankset is not affected, and no further action is needed.

YES: Proceed to **STEP 1B**.

STEP 1B – Identify the manufacturing code stamped on your crank arm

A manufacturing code is stamped on the inside of the crank arm near the bottom of the arm (see the blue square in the image above). The affected models are pre-July 2019 production and have the following two-letter production codes: 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.

Does the manufacturing code on your crank arm match any of the two-letter productions codes above?

NO: The crankset is not affected. No further action is required.

YES: Proceed to **STEP 2**.

Consumers who believe they have an affected product are asked to contact an authorized Shimano dealer to schedule a free crankset inspection. If you are unsure of how to check the manufacturing code visit your local Shimano dealer. Please see the CONTACT section below for instructions on how to contact Shimano for assistance.

Consumers with cranksets that do not fall within the specified model number and manufacturing codes do not need to take further action. Please proceed to **STEP 3**.

STEP 2 – Take the bicycle to the dealer for inspection

Shimano has developed the crankset inspection process and will provide clear instructions and tutorials for dealers. Shimano anticipates that the inspections will be possible starting from OCTOBER 1, 2023. Further details will be announced shortly via:

<https://bike.shimano.com/en-EU/information/customer-services/corrective-actions/important-safety-notice-11-speed-hollowtech-road-cranksets-inspection-program.html> and <https://bike.shimano.com/en-EU/home.html>

The dealer will inspect the crankset for signs of bonding separation or delamination.

Consumers whose cranksets show signs of bonding separation or delamination during the inspection will be provided a free replacement crankset from Shimano that the dealer will professionally install. If your crankset needs replacement following the inspection, please do not use it. If a replacement crankset is temporarily unavailable, Shimano will notify you through your dealer when the replacement is ready.

The replaced crankset will be a special version, which may feature a different cosmetic appearance while maintaining the same level of performance.

STEP 3 – Ride safely and continue to maintain your bicycle/equipment

If your crankset passes the inspection and has no signs of delamination, we appreciate your patience and diligence in having the inspection completed. Please continue to enjoy your ride.

Have your bike tuned up and inspected regularly, ask your dealer for recommendations based on your riding habits. Pay attention to changes in the sound and feel of how your bike is riding. Shimano urges all users to thoroughly read the user manual provided with the product (and available online at: si.shimano.com to ensure safe usage and proper maintenance.

Shimano encourages all riders to maintain their bicycle and riding equipment diligently.

CONTACT

For contact details and further information, please visit the SHIMANO website at:

<https://bike.shimano.com/en-EU/information/customer-services/corrective-actions/important-safety-notice-11-speed-hollowtech-road-cranksets-inspection-program.html>

An official Shimano Inspection Program help line has been created to assist you with any procedures related to our bicycle crank inspection program.

We are here to help between the hours of 09:00 – 21:00 CET (Monday to Friday), and from 09:00 – 17:00 CET (Saturdays only). Please click the above link to access our frequently asked questions and contact a member of our help line in your region. The numbers are not toll-free, regional tariffs may apply.

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. We stand behind our products and we want to ensure all riders experience Shimano's hallmark reliability and quality with every pedal stroke. We apologize for any inconvenience and concern this inspection may cause you.

We thank you for your trust, understanding, and support.

Please note that no other Shimano crank sets are affected by this voluntary inspection program.



Figure 1. Image of the crank sets that might be subject to inspection.