

UNDER EMBARGO until THURSDAY, SEPTEMBER 21, 2023, at TBD TIME

Shimano Announces a Voluntary Inspection and Replacement Recall Notice for Certain Bonded 11-Speed HOLLOWTECH II Road Cranksets

Pre-July 2019 cranksets part of inspection and replacement program

With Shimano's dedication to safety and quality in mind, we are issuing a Voluntary Inspection and Replacement Recall Notice for 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.

To remedy this situation, Shimano will have applicable, pre-July 2019, cranksets inspected by Shimano authorized retailers, and we will replace any cranksets that do not pass the inspection process. There is no need for replacement for cranksets that pass the inspection process.

Not all 11-speed HOLLOWTECH II road cranksets need to be inspected. Only cranksets produced between June 1, 2012, up to and including June 30, 2019, need to be inspected; we expect only a very small percentage of these cranksets will need to be replaced. Consumers should follow the Crank Identification and Inspection Process below, or visit bike.shimano.com, or talk with an authorized Shimano retailer to learn more.

Crank Identification and Inspection Process

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).

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 production code stamped on your crank arm

A production code is stamped on the inside of the crank arm near the bottom of the arm (see the blue square in the image). 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 production code on your crank arm match any of the two-letter production 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-US/information/customer-services.html>.

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

Consumers whose cranksets show signs of bonding separation 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 and 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: 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.

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.

Please note that no other Shimano cranksets are affected by this voluntary inspection program. The corrective action is global, but implementation varies by region based on specific requirements and dates.



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

About Shimano North American Bicycle, Inc.

Shimano North American Bicycle, Inc., a member of Shimano North America Holding, Inc., along with its world-renowned subsidiaries, offers consumers outstanding sport-related products and apparel. Shimano is proud of its staff, diversity in talent, interests, and backgrounds. The company is an ISO14001 certified business where environmental compliance and continued improvements are part of the business philosophy and operations.

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