

Sennfeld, 14th February 2017

Product recall of the following Haibike XDURO Race, Superrace and Urban models

Dear customer,

Newest insights from our quality management department have caused us to recall of the following **Haibike XDURO models from various model years:**

- Haibike XDURO Urban (model year 2014, 2015)
- Haibike XDURO Urban RC (MY 2016)
- Haibike XDURO Race (MY 2014, 2015)
- Haibike XDURO Superrace (MY 2014, 2015)
- Haibike XDURO Race S RX (MY 2016)
- Haibike XDURO Race S PRO (MY 2016)
- Haibike XDURO Urban S RX (MY 2016)
- Haibike XDURO Urban S PRO (MY 2016)

During tests, we have discovered that the fork of the above mentioned bikes show premature breaking when being exposed to above-standard endurance tests. Therefore, the fork may suffer from rupture or a fork break. This poses an enormous **safety and injury risk** for every user.

The bike must not be in use any longer! Due to safety reasons, the above mentioned bikes must be taken out of order immediately.

Please contact your retailer from which you bought the bike. Your retailer has already been informed. Have you bought the bike at **second hand**? Via the following link you can access our retail search tool and find one in your vicinity: <http://www.haibike.com/en/INT/dealer>.

In order to ensure that you have been informed correctly, please send your contact data (name, address, serial number and, additionally, for S-Pedelecs the vehicle identification number (FIN), find manual below) soon to the following eMail address: recall_fork@haibike.com.

Please use the enclosed return form. We will provide further information as soon as possible.

The affected vehicles must be turned in at your retailer who will then replace the fork with an alternative fork. On the following pictures we are explaining in detail how you can identify the affected bikes and whether your bike has to be turned in.

We have summarized the most important questions on www.haibike.com/recall/en.

Your Haibike team

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Identifying the affected bikes:

Affected vehicles can be identified by stamped-in drawing numbers in the frame. In order to find those numbers, please remove the battery. On the area below and imprinted in the frame, the affected bikes exhibit the five letters 'HAERA', followed by three numbers and possibly more characters. If you find those five letters on this exact spot, your bike is a recall model.



Exemplary image



How you can find the frame and vehicle identification number:

For clear identification of your vehicle / eBike, the frame number and for S-Pedelecs also the FIN is required. We will now explain how you can find those numbers on your bike.

On 25km/h Pedelec models (XDURO Urban):

Please quote the serial number on the frame. This number consists of 10 characters and always starts with 'AV'. You will find this number on the upper side of the down tube, under the battery.

On S-Pedelecs:

In addition to the serial number, please also quote the vehicle identification number (FIN). It has 17 characters and starts with 'WWS'.

The FIN is imprinted on the same spot as the serial number in the frame, under the battery, or on the type plate which is located also under the battery (MY 2014 and 2015) or on the bottom side of the down tube, close to the motor.

Haibike XDURO Urban, 2014 & 2015
Haibike XDURO Urban RC, 2016



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Haibike XDURO Race, 2014 & 2015
Haibike XDURO Superrace, 2014 & 2015



Haibike XDURO Race S RX & PRO, 2016
Haibike XDURO Urban S RX & PRO, 2016

Serial number position
10 characters starting with 'AV'...
Position FIN (imprinted)
17 characters starting with 'WWS'...



Affected models in detail

Here you can find an overview of all affected models:

Haibike XDURO Urban (MY 2014)



Haibike XDURO Urban (MY 2015)



Haibike XDURO Urban RC (MY 2016)



Haibike XDURO Race (MY 2014 & 2015)



Haibike XDURO Superrace (MY 2014 & 2015)



Haibike XDURO Race S RX (MY 2016)



Haibike XDURO Race S PRO (MY 2016)



Haibike XDURO Urban S RX (MY 2016)



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Haibike XDURO Urban S PRO (MY 2016)

