

## Voluntary Inspection and Replacement Program

### Frequently Asked Questions

**Q: What is the issue?**

**A:** Some DURA-ACE and ULTEGRA 11 speed HOLLOWTECH II road cranksets with bonded construction manufactured prior to July 2019 have received warranty returns for bonding separation and reported falls and crashes. We want to ensure the safety of our customers by implementing this voluntary inspection and replacement program.

**Q: As a consumer what do I need to do?**

**A:** First validate if your crankset is part of the inspection and replacement activity. Second, if it is part of the activity, we ask you to take it to your local retailer to get inspected.

Phone Support open Monday-Friday 9am - 5pm: 1800 269 958

**Q: What Cranksets should be inspected?**

**A:** ULTEGRA FC-6800, FC-R8000, DURA-ACE FC-9000, FC-R9100, and FC-R9100 P manufactured prior to July 2019.

**Q: Do I have to go to the retailer? Can I send this straight to Shimano?**

**A:** Please work with your local retailer to submit. Shimano will be working with our retail partners to execute this process and that will allow for the most consistent tracking and overall levels of service.

**Q: How do I identify if my crankset is part of the inspection?**

**A:** To see if your product needs to be inspected, the model number and production code are stamped on the inside of the crank. Please refer to the announcement document for the location of this information.

**Q: What is the remedy?**

**A:** Shimano will have any applicable crankset inspected by an authorised Shimano retailer. Shimano will replace any cranks that fail the inspection process.

**Q: How is the replacement any different from my current crankset?**

**A:** The new crankset uses the latest construction and bonding techniques. There will be slight cosmetic differences from the original crankset.

**Q: What if I have a third-party power meter installed on my crankset?**

**A:** Cranks and or any Shimano products that are modified by 3rd parties are not covered by warranty, but as an exception they will be subject to this inspection. Any items that are found to fail during inspection and that are sent back to Shimano will be replaced free of charge without the 3rd Party Power Meter attached. Shimano will be providing a rebate in the form of a reimbursement to the consumer where the consumer can use that towards the replacement of the 3rd party power meter.

**Q: My crankset passed inspection, is there anything else that I need to do?**

**A:** 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.

**Q: How long will it take to get a replacement crankset from Shimano?**

**A:** Shimano will do our best to expedite the replacement crankset. However, with all the different chainring and crankarm length combination we may not have your crankset in stock. If a replacement crankset is temporarily unavailable, Shimano will work with the retailer to communicate and confirm when the replacement is ready.

**Q: Is a retailer obligated to inspect my crankset?**

**A:** No. Retailers who wish to be part of our inspection campaign will opt into the program. We will highlight these dealers in the dealer locator. If your local retailer is not listed, please call them to validate if they are participating in the program.

Please note that this will be in addition to a retailer's normal workload, and they may not be able to complete this inspection right away. Your local retailer can advise on their current workload and estimated turnaround times to inspect your crankset.