

**DT SWISS RECALLS BICYCLE WHEELS OF THE MODEL SERIES
ARC, ERC, CRC & HEC****AFFECTED PRODUCTS**

The affected products are bicycle wheels from the following model series delivered from 1 August 2024 onwards:

ARC 1100, 1400, 1600 DICUT 50 / 55 / 65
ARC 1600 SPLINE 50 / 55 / 65
ERC 1100, 1400, 1600 DICUT 35 / 45
ERC 1600 SPLINE 35 / 45
ERC LOG CLASSIC 45
CRC 1100 DICUT 45
CRC 1400, 1600 SPLINE 35 / 45
HEC 1400 SPLINE 45

These products were sold either as parts of a complete bicycle or as individual components via online retailers or specialist shops. This product safety recall only affects bicycle wheels with carbon fiber composite rims (commonly known as carbon rims) that were manufactured in Vietnam.

ATTENTION: Please also inform your friends and family about this recall!

PRODUCT IDENTIFICATION

Only bicycle wheels with a **DT Swiss ID number of 2740000 or higher** are potentially affected by this product safety recall! Not all products with a DT Swiss ID number of 2740000 or higher are necessarily affected by this product safety recall. It is therefore necessary to check the DT Swiss ID number to determine whether your product is subject to the product safety recall. Please use the DT Swiss ID number to check whether your product is affected by the product safety recall on the website set up specifically for this purpose:

<https://www.dtswiss.com/en/recall>

IS YOUR WHEEL POTENTIALLY AFFECTED? - CHECK YOUR WHEEL/SET HERE

Enter your DT Swiss ID here (front wheel first)

DT 1 2 3 4 5 6 7 + Add second ID

Send ID

WHERE CAN I FIND THE DT SWISS ID ON MY WHEEL?

The DT Swiss ID sticker can be found in three positions on the rim.



1. Check your rim between the spokes.



2. Check on the rim tape.



3. Check the rim well.

If the stickers with the DT Swiss ID number on your product are no longer visible in the locations shown above or have become illegible due to wear or aging, you can also send us the rim series number located under the rim tape to the email address recall@dtswiss.com (see image below). With this number, our team can perform a manual search to check whether your product is affected by the product safety recall.



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WHY IS THE PRODUCT DANGEROUS?

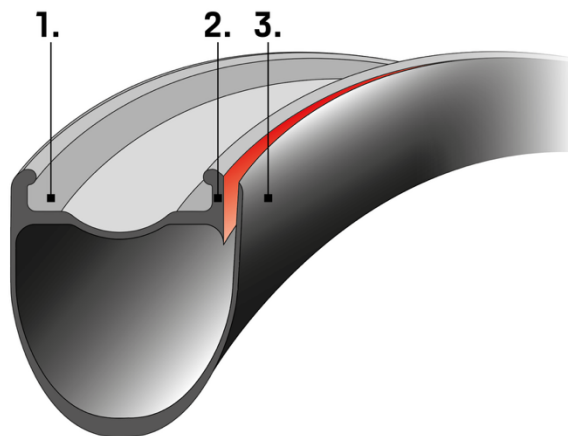
Analysis of a small number of reported incidents involving bicycle wheels from the ERC product families has shown that spontaneous delamination (i.e. detachment of the outer carbon layers) can occur in the rim flange area of the model series mentioned (see illustration of rim cross-section). The rim bed is not affected by this delamination but is also damaged as a result of the structural weakening (see also the illustration of the rim cross-section). This form of delamination leads to considerable structural weakening and even total failure of the rim.

The product defect described increases the risk of an accident that could result in property damage, serious injury or death.

There is a potential risk for rims of all the above-mentioned model series that were manufactured at the same production facility in Vietnam from 1 August 2024 onwards.

Diagram: Rim cross-section

1. Rim bed, 2. Rim flange, 3. Rim sidewall



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WHAT TO DO?

Please immediately discontinue the use of the products in the above model series.

Please use the DT Swiss ID number on the website <https://www.dtswiss.com/en/recall> to check whether your product is affected by the product safety recall. Step-by-step instructions can be found on the website. Please note the following: if you have purchased a complete bicycle, both the front and rear wheels may be affected. If you are unable to carry out this check, please contact us at recall@dtswiss.com or call one of the telephone numbers listed below.

If your product is identified as affected, we ask that you share your contact details with us using the appropriate form to register the product for this product safety recall. Once registered, we will contact you immediately by email to start the recall process. Since not all products in the specified model series are actually affected by a product defect, we will check all products returned to us using a quality test developed for this product safety recall in order to identify the defective products. With this quality test, we set internal company requirements that exceed the specifications of the relevant industry standard (ISO 4210 series). Only products that meet these strict internal company requirements are declared safe, labelled accordingly, and added to a whitelist with their serial number so that they can be returned after approval. Our team is working hard to complete the checks as quickly as possible and identify the defective products.

We kindly request your participation in the product safety recall, as product safety is a top priority for our brand. We sincerely apologize for any inconvenience this may cause and ask for your understanding.

New information about this recall will be published regularly on the website:

<https://www.dtswiss.com/en/recall>

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REMEDIAL MEASURES FOR CONSUMERS

If the above-described quality test reveals that your product has the product defect described above, we will inform you accordingly. As a remedy and replacement for the defective product, you will receive a new bicycle wheel of the same type, provided that you have not already asserted warranty claims against your seller. We will inform you by email about the details of the replacement delivery and the reimbursement of any costs incurred in connection with this.

We will inform you about all further measures via our recall page (www.dtswiss.com/en/recall). We will keep registered consumers up to date by email. We will also publish regular updates on this webpage and disseminate the information via our social media channels and other communication partners.

CONTACT**WEBSITE**

<http://www.dtswiss.com/en/recall>

EMAIL

recall@dtswiss.com

PHONE**Europe (GMT+2)**

Time: 09:00 - 12:00 & 13:30 – 17:00

Languages: German & English

Free Hotline: [+800 0000 1994](tel:+80000001994)(in specific countries)

Phone: [+41 32 344 62 44](tel:+41323446244)(subject to a charge)

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