

PRESS RELEASE

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Product recall of all Haibike XDURO Race, Superrace and Urban models

Schweinfurt, 14th February 2017 – Product recall at Haibike: XDURO Race, Superrace and Urban models were sold on the market featuring forks which exhibit rather unstable material. This might result in premature rupture and may ultimately lead to a fork break. This poses an enormous safety and injury risk for every user. Thus, the lower Franconian bicycle manufacturer decided to perform this recall. Affected are the following models of different model years:

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

„The safety of our eBikes and their riders has highest priority for us. Therefore, we perform extensive endurance tests at external testing institutes. Some of our testing criteria are significantly above the DIN, ISO or EN norm standards”, explains Susanne Puello, managing director of Winora Group. “Latest findings from these tests caused us to perform this recall.“

Identifying the problem:

The forks used in our Haibike Race, Superrace and Urban models might show premature breaking when being exposed to above-standard endurance tests. Therefore, the fork may suffer from rupture or a break. A manufacturing error cannot be excluded up to now.



Due to safety reasons, the affected eBikes must be taken out of order immediately. This measure comprises 1765 vehicles in total

How is this recall performed?

All dealers were and will be informed about the situation via letter and will receive an extensive information guideline that will explain the reasons, as well as the further recall action step by step. Additionally, we will create a special dealer and end consumer area on our homepage www.haibike.com/recall/en.

“With our measures, we will ensure a fast and smooth processing of this recall“, confirms Susanne Puello.