

FAQ Recall Haibike model for end consumers

1. Why does the fork need to be replaced?

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

2. Which models are affected?

Affected are the models Haibike XDURO Urban (model years 2014, 2015), Haibike XDURO Urban RC (model year 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).

3. How can I find out whether my bike is affected and needs to be turned in?

Affected bikes can be identified by the imprinted drawing number on the frame. Please remove the battery to find these numbers. Under the battery 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

4. Why is this recall performed now?

We currently experienced these abnormalities. Due to safety reasons we also included older models with the affected fork.

5. I have not experienced any problem with my XDURO model. Can I continue using it?

No. Due to safety reasons the vehicle must not be used anymore.

6. Is there only a possibility of a replacement or can I chose a new bike?

No, the only option is a replacement.

7. Is it possible that the same problem might occur also at the replacement fork?

No, the replacement fork will be improved in accordance with the known weak points and the testing standards will be increased even more.

8. When will the replacement fork be available?

You can expect your replacement fork to arrive from beginning of June. Unfortunately, an earlier delivery is not possible due to material procurement, production- and supply times.

9. Will I have to bear replacement costs?

No. Neither for the replacement nor for the fork costs will arise. However, we will not compensate any travel expenses to or from the dealer.

10. My dealer wants me to pay for the replacement. What shall I do?

The replacement is free of charge for the end consumer. In a case like this please contact us via email recall_fork@haibike.com.

11. Do I have to turn in the bike at the same dealer I bought it?

We strongly recommend you to return it to the same dealer, since he was informed by us about this recall in advance. He also always is your first contact person.

12. I don't want my fork to be replaced. What shall I do?

The bike must not be used any longer without fork replacement. Winora-Staiger GmbH will not assume any liability for later occurring damages.

13. Do I get any compensation for the traveling expenses to and from my specialist dealer?

No, unfortunately this is not possible.

14. Do I get a rental bike for the time my fork is replaced?

Please contact your bicycle dealer. He certainly will find a solution for you.

15. How can I be sure that the fork of my XDURO was properly replaced?

The specialist dealer is obliged to document the replacement including frame number and to report it to Winora-Staiger GmbH.

16. I feel rather uncomfortable with the affected XDURO models. Is there a chance to exchange my bike?

An exchange for another bike or disbursement of the residual value is not possible.

17. I have another Haibike model at home. Might my bike be also affected?

No. Only the confirmed XDURO models with the stated frame numbers are affected. If you are not sure about your model, please contact your retailer.

18. I bought my XDURO model on the internet. Who should I contact?

First of all, please check, if your bike is affected via the frame number. Also in this case, your trade partner, meaning the vendor, is your contact person. If any problem should occur you can find a specialist dealer near you via our homepage <http://www.haibike.com/en/INT/dealer>. An enquiry via our recall eMail recall_fork@haibike.com is also possible. In addition, a phone inquiry via +49 9721 6501-8699 for our German speaking customers is possible.

19. I re-sold my XDURO model. What should I do?

Please help us and inform the buyer if possible by sending him the letter which you received from the Winora-Staiger GmbH. You can as well find the end consumer letter on the Haibike homepage www.haibike.com/recall/en.

20. How shall I contact for further information?

You received a letter containing all essential points from us. Further, your specialist dealer can provide more information regarding the replacement processing. For further questions you can contact our German speaking service hotline via: +49 9721 6501-8699 or send an eMail to recall_fork@haibike.com. This service is also available for our international customers.