




## Shimano Hollowtech 11 speed Crank Arms for bicycles

| Aspect              | Details   |
|---------------------|---|
| Images              |  <p>Ultegra FC-6800 Crankset      Dura-Ace FC-9000 Crankset      Ultegra FC-R8000 Crankset</p> <p>Dura-Ace FC-R9100 Crankset      Dura-Ace FC-R9100P Crankset</p>   |
| Alert Number        | 2309-0122   |
| Product Type        | Hobby / sports equipment - Bicycle cranksets  |
| Product Identifiers | <p>Brand: Shimano DURA ACE and ULTEGRA</p> <p>Affected models: FC-6800 – ULTEGRA, FC-9000 - DURA-ACE , FC-R8000 - ULTEGRA , FC-R9100 - DURA-ACE, FC-R9100P - DURA-ACE</p> <p>Sales period: 2012 to 30 June 2019</p> <p>Affected production codes: KF, KG, KH, KI, KJ, KK, KL, LA, LB, LC, LD, LE, LF, LG, LH, LI, LJ, LK, LL, MA, MB, MC, MD, ME, MF, MG, MH, MI, MJ, MK, ML, NA, NB, NC, ND, NE, NF, NG, NH, NI, NJ, NK, NL, OA, OB, OC, OD, OE, OF, OG, OH, OI, OJ, OK, OL, PA, PB, PC, PD, PE, PF, PG, PH, PI, PJ, PK, PL, QA, QB, QC, QD, QE, QF, QG, QH, QI, QJ, QK, QL, RA, RB, RC, RD, RE and RF</p> |
| Product Description | Five models of bicycle crank arms.  |
| Country of Origin   | Japan   |
| Counterfeit         | Genuine   |
| Risk Type           | Injuries  |
| Risk Level          | Medium  |
| Risk Description    | <p>The product presents a risk of injuries as it has been identified that the outer cover of the crank arm may start to separate from the main crank arm body, posing potential fall and injury hazards to consumers.</p> <p>The affected products do not meet the requirements of the General Product Safety Regulations 2005.</p>   |
| Corrective Measures | <p>Modification programme.</p> <p>Owners of affected bicycles should immediately stop using the product and contact an authorised Shimano dealer for the product to be inspected.</p> <p>Shimano Europe has established an inspection and replacement programme. If a crank arm fails inspection, Shimano Europe will provide a replacement of</p>  |



## Product Safety Report

|                           |  |
|---------------------------|--|
|                           | <p>equal or greater value than the previous crank arm, at Shimano Europe's sole expense.</p> <p>Users should consult the consumer notice to check whether the inspection programme applies to their crank set. Further information on the corrective action can be found in the consumer notice at the following link:<br/><a href="https://bike.shimano.com/en-EU/information/customer-services/corrective-actions/important-safety-notice-11-speed-hollowtech-road-cranksets-inspection-program.html">https://bike.shimano.com/en-EU/information/customer-services/corrective-actions/important-safety-notice-11-speed-hollowtech-road-cranksets-inspection-program.html</a></p> |
| <b>Online Marketplace</b> | N/A  |
| <b>Notifier</b>           | Office for Product Safety and Standards.   |