

## Required Inspection: Front Motor Fork

Products potentially affected: Gocycle frame numbers 1-299

*If you are a Gocycle Dealer, an individual end user, or you have sold or passed to a third party a Gocycle with a frame number listed above, please use your best efforts to pass this important safety message on to the new owner, or provide the new owner's contact information to [customerservice@gocycle.com](mailto:customerservice@gocycle.com).*

### Description of Service Issue

Front motor forks shipped with Gocycles with frame numbers listed as above were manufactured in Taiwan in November 2008. In the event that the adhesive joint of the fork crown and the fork tube weakens, the fork crown could slip down the fork tube and contact the front tyre during riding, causing the front wheel to slow down rapidly or stop suddenly, which could result in the rider losing control of the bicycle, posing a serious fall hazard. Inspection and, if necessary, the fitting of a fork shear bush is an important and required preventative safety measure.

### Action Required

Any front motor fork delivered with this batch of Gocycles must be inspected as shown in Figures 1 and 2 below. ***Affected front motor forks are shown in Figure 1. Unaffected forks are shown in Figure 2.*** In Figure 1, the affected fork has a shiny surface around the top of the fork tube, and hole 'A' does not have a fork shear bush fitted. Figure 2 shows the fork shear bush fitted. If your front fork does not have a fork shear bush fitted as in Figure 1, please contact [customerservice@gocycle.com](mailto:customerservice@gocycle.com) to request a free fork shear bush. We will send you this part and fitting instructions to you at no cost. This fitting procedure requires no tools and takes less than 5 minutes. When fitted correctly, the fork shear bush will prevent the fork crown from coming into contact with the front tyre in the unlikely event that the adhesive joint has weakened.

Do not ride the Gocycle until the fork shear bush has been fitted. If the front motor fork does not have a motor or the motor has been removed, do not ride the Gocycle until you have contacted [customerservice@gocycle.com](mailto:customerservice@gocycle.com).



Figure 1

Figure 2

*Any questions regarding this procedure? Our support team is ready and here to help.*

General enquiries: Gocycle Customer Service: [customerservice@gocycle.com](mailto:customerservice@gocycle.com)

Technical enquiries: Gocycle Technical Support: [techsupport@gocycle.com](mailto:techsupport@gocycle.com)