

Required Inspection: Gocycle Bottom Bracket Spindle

Products potentially affected: Gocycle frame numbers 301 – 3100, 3501 – 3600, 4001 – 4100, 4501 – 4600

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.

Description of Service Issue

Karbon Kinetics Limited (KKL), manufacturer of Gocycle®, has received a report of a Gocycle bottom bracket spindle failure incident. The bottom bracket spindle is the 'axle' that connects the left and right pedal cranks.

The reported incident involved the pedal crank arm suddenly and unexpectedly rotating to its lowest position, freely and independently from the opposite-side pedal crank arm, resulting in the rider reportedly losing control of the bicycle.

Gocycles with frame numbers listed on this required inspection notification may have bottom bracket spindles from the same production batch as the spindle reportedly involved in the incident. An investigation into the reported incident is in progress.

Action Required

Your safety is our utmost priority and KKL strongly recommends that any Gocycle with a frame number listed on this required inspection notification be inspected as shown in Figure 1. If the bolts are blue (indicated by red arrow in Figure 1), no further action is required and your Gocycle is not affected. If the bolts are silver, you should take the Gocycle to a Gocycle Dealer for a bottom bracket spindle replacement. The replacement will be performed under warranty by the dealer, free of charge. (NOTE: This replacement can only be performed at participating Gocycle Dealers, indicated in green on the dealer map at www.gocycle.com/map). Contact the Gocycle Dealer nearest you.



Figure 1

What will the dealer do?

The dealer will remove the existing bottom bracket spindle and install a new bottom bracket spindle free of charge. This will take approximately one hour. Dealers can order a free Bottom Bracket Rework Kit (SKU: 1176) directly from the Gocycle Store.

Can I do the work myself?

If you are experienced in bicycle maintenance including the removal and servicing of pedal crank arms, you can request a Bottom Bracket Rework Kit (SKU: 1176) from customerservice@gocycle.com. Rework instructions can be downloaded at <http://www.gocycle.com/service/download/8june2010bottombracket.pdf>.

Can I continue to ride my Gocycle?

If you ride seated in the saddle and use a smooth moderate pedalling stroke, the risk of a component failure similar to the reported incident is lower. However, KKL strongly recommends that you have your Gocycle inspected and reworked.

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

General enquiries: Gocycle Customer Service: customerservice@gocycle.com

Technical enquiries: Gocycle Technical Support: techsupport@gocycle.com