



PRODUCT RECALLS

Product Safety Information Notice on Shimano pre-July 2019 11-speed HOLLOWTECH II road cranksets

📅 OCTOBER 26, 2023

A safety issue has been identified with Shimano selected bonded 11-speed bonded HOLLOWTECH II road cranksets produced between June 1, 2012, up to and including June 30, 2019.



DURA-ACE FC-9000



DURA-ACE FC-R9100



ULTEGRA FC-R8000



DURA-ACE FC-R9100P



ULTEGRA FC-6800

The potential risk presented by these products is injuries. Reports received by Shimano indicate that the outer cover of the crank arm may start to separate from the main crank body, posing potential fall and injury hazards to consumers.

The type/number of models are ULTEGRA FC-6800, FC-R8000 and DURA-ACE FC-9000, FC-R9100 and FC-R9100-P. The production codes are 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. The batch number and barcodes are unknown.

The production code and model number are stamped on the inside of the crank arm near the bottom of the arm.



What to do:

Customers are advised to check the inside of the crank arm to see if their product is affected (see the consumer notice for the exact steps in this regard).

Customers who believe they have an affected product should go to an authorised Shimano dealer who will inspect and change the crankarm if required for no charge. Customers can check their local dealer [here](#).

For more information regarding this inspection and replacement program please see the Inspection and Replacement Campaign [here](#).