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# **PRODUCT SAFETY WARNING**

## **ERC/CRC/HEC WHEEL MODELS**

### **STOP-USE NOTICE – IMMEDIATE STOPPING OF USE FOR POTENTIALLY AFFECTED WHEELS**

Dear DT Swiss Customers and Business Partners,

This week, we have received a limited number of reports regarding failures in products of the **ERC/CRC/HEC with rim highs of 35 and 45 mm model series and DT Swiss ID higher than 2750000**.

In the affected cases, rim failure occurred. We have promptly initiated comprehensive investigations to determine the cause, which are currently still ongoing. According to current knowledge, the reports exclusively concern products manufactured and delivered from **01.09.2024** onwards. Wheels with this rim type have been successfully on the market for several years without comparable reports.

In the reported cases, spontaneous delamination (separation of carbon layers) of the rim flange occurred, significantly compromising the wheel's structural integrity (stability). **Due to this damage, there is an increased risk of accidents that could lead to property damage, serious injury, or death. Out of an abundance of caution, and in the interest of consumer safety, we are asking all customers to stop using the Affected Products and all distributors, manufacturers, and retailers to remove the Affected Products from commerce immediately.** This Stop-Use Notice remains in effect until the cause has been fully clarified. You will find a step-by-step instruction below.

**We have supplied the affected wheels to various bicycle manufacturers and brands as well as retailers and are currently informing them about the safety notice.** Once the investigation results are available, we will inform our customers about the necessary measures, which may range from inspection to product replacement.

If you have any questions regarding the stop-use notice, need assistance in verifying whether your wheels are affected, or suspect any damage, please inform yourself on <https://www.dtswiss.com/recall>

On our dedicated website [www.dtswiss.com/recall](https://www.dtswiss.com/recall), we will continuously provide updates on the progress. You will be able to verify your DT Swiss ID and register your contact and product details to receive automatic updates on further steps.

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We understand that you have the highest expectations of us and our products. We apologize for any inconvenience caused and assure you that we are fully committed to resolving this situation as quickly as possible.

## Step-by-Step-Guide:

1. Do not ride your DT Swiss product, until the following two points are verified
2. Please consult the Website <https://www.dtswiss.com/recall> and check whether you have an **ERC/CRC/HEC with rim high 35 or 45 mm**.
3. Verify your DT Swiss ID (see separate guideline on how to check the DT Swiss ID under <https://www.dtswiss.com/recall>), if the number is higher than 2750000. **Only products with a DT Swiss ID higher than 2750000 might be affected.**
4. If you **do not have an ERC/CRC/HEC wheel** (with rim high of 35 or 45 mm) **or your DT Swiss ID is lower than 2750000, you can ride your DT Swiss product without any restriction.**
5. If you are not sure about the exact DT Swiss product, you can't find the DT Swiss ID or have other questions, please contact the DT Swiss support by email [recall@dtswiss.com](mailto:recall@dtswiss.com)
6. Alternatively contact the DT Swiss support like mentioned below

## Phone:

### Europe (GMT+2)

Time: 09:00 - 12:00 & 13:30 - 17:00

Language: German & English

Free hotline: +800 0000 1994 (in specific countries)

Phone: +41 32 344 62 44 (chargeable)

### North America (GMT-6)

Time: 08:30 - 15:30

Language: English

Free hotline: +800 0000 1994

Phone: +1 970-244-0303 (chargeable)

### APAC (GMT+8)

Time: 08:30 - 12:00 & 13:30 - 17:30

Language: Taiwanese, Mandarin Chinese & English

Phone: +886 4 2374 1700 (chargeable)