

PRO Vibe Stem (Alloy) Recall Notice

End User Release



Figure 1: PRO Vibe Stem (Alloy) affected by recall.

Dear valued PRO Customer,

Shimano Europe B.V. (“Shimano”), owner of the PRO brand has identified that the PRO Vibe Stem (Alloy), of certain batches, can develop cracks in particular conditions. Shimano is issuing a stop riding and recall notice on all PRO Vibe Stems (Alloy) sold since May 2020. The products affected by the recall are identifiable by the prominent silver ‘V’ branding on the faceplate of the stem and the forward-facing mounting bolts.

The affected products are:

PRSS0440 Vibe stem SB black	80mm / 31.8mm / -10 angle	PRSS0450 Vibe stem 1/4 SB black	80mm / 31.8mm / -10 angle
PRSS0441 Vibe stem SB black	90mm / 31.8mm / -10 angle	PRSS0451 Vibe stem 1/4 SB black	90mm / 31.8mm / -10 angle
PRSS0442 Vibe stem SB black	100mm / 31.8mm / -10 angle	PRSS0452 Vibe stem 1/4 SB black	100mm / 31.8mm / -10 angle
PRSS0443 Vibe stem SB black	110mm / 31.8mm / -10 angle	PRSS0453 Vibe stem 1/4 SB black	110mm / 31.8mm / -10 angle
PRSS0444 Vibe stem SB black	120mm / 31.8mm / -10 angle	PRSS0454 Vibe stem 1/4 SB black	120mm / 31.8mm / -10 angle
PRSS0445 Vibe stem SB black	130mm / 31.8mm / -10 angle	PRSS0455 Vibe stem 1/4 SB black	130mm / 31.8mm / -10 angle
PRSS0461 Vibe stem SB black	90mm / 31.8mm / -17 angle	PRSS0471 Vibe stem 1/4 SB black	90mm / 31.8mm / -17 angle
PRSS0462 Vibe stem SB black	100mm / 31.8mm / -17 angle	PRSS0472 Vibe stem 1/4 SB black	100mm / 31.8mm / -17 angle
PRSS0463 Vibe stem SB black	110mm / 31.8mm / -17 angle	PRSS0473 Vibe stem 1/4 SB black	110mm / 31.8mm / -17 angle
PRSS0464 Vibe stem SB black	120mm / 31.8mm / -17 angle	PRSS0474 Vibe stem 1/4 SB black	120mm / 31.8mm / -17 angle
PRSS0465 Vibe stem SB black	130mm / 31.8mm / -17 angle	PRSS0475 Vibe stem 1/4 SB black	130mm / 31.8mm / -17 angle

HAZARD

Corrosion can lead to cracks forming in the clamping area of the fork steerer tube (as highlighted in Figure 2).



Figure 2: Cracking can occur in the clamping area of the fork steerer tube.

If the crack is not detected by the user in time, it could grow until complete separation of the stem. If this happens while riding, the user could lose control of the bicycle and fall, posing a risk of injury to the user in a crash.

WHAT TO DO

Our records show that you have purchased an affected stem, please stop riding your bike and follow the procedure below to identify if the stem on your bicycle is affected by this recall.

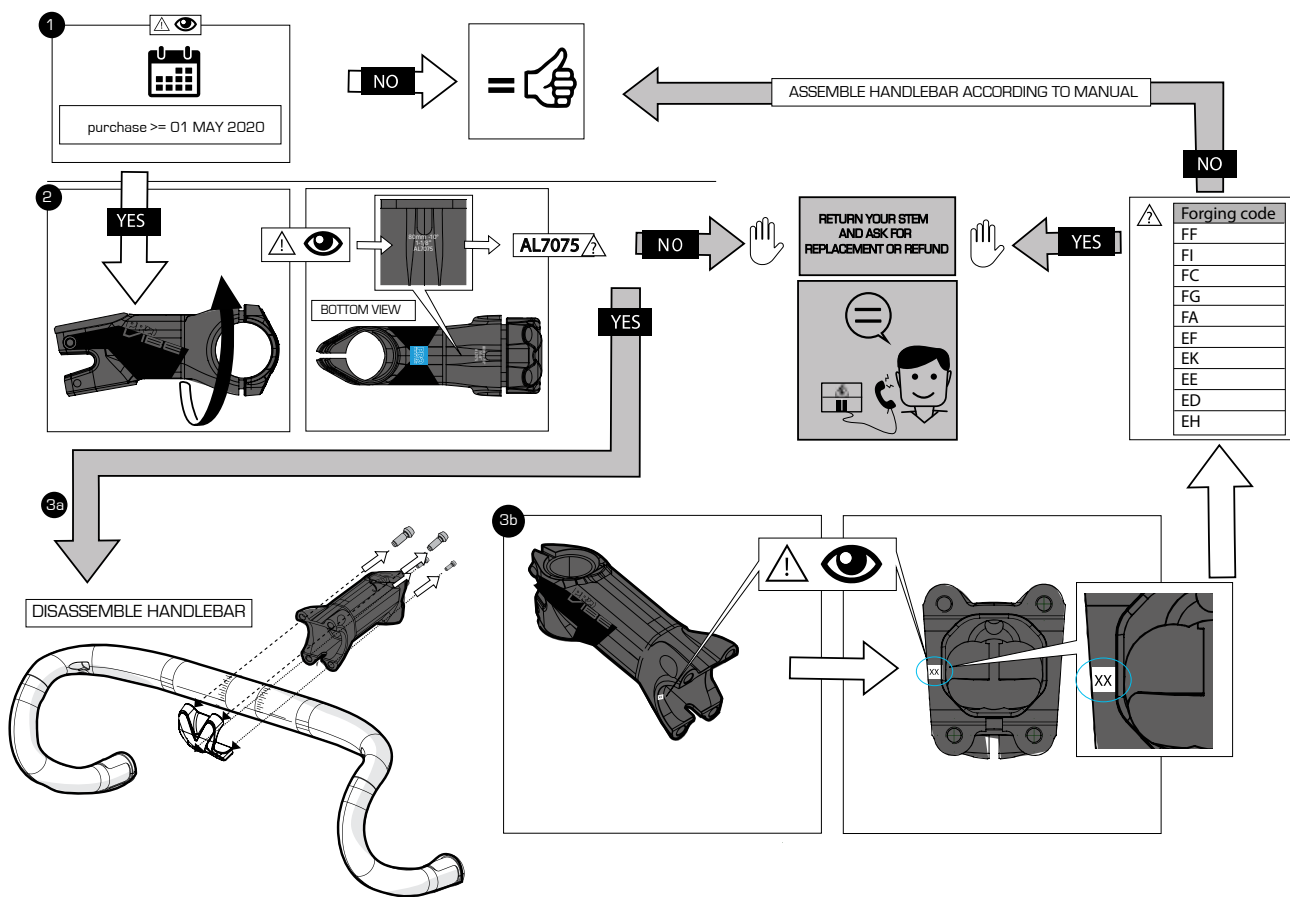


Figure 3: Procedure of checking if a stem is affected.

Step 1: Was the stem purchased in or after May 2020?

No: The stem is not affected, and you can continue to use it

Yes: Proceed to step 2

Step 2: Does the stem have AL7075 marking on the underside?

No: The stem is affected, please contact your PRO distributor for a replacement or refund

Yes: Proceed to step 3a

Step 3a: Remove the handlebar and proceed to step 3b

Step 3b: Does the stem have one of the following codes on the left-hand side (FF, FI, FC, FG, FA, EF, EK, EE, ED, EH)?

No: The stem is not affected, and you can continue to use it

Yes: The stem is affected, please contact your PRO distributor for a replacement or refund

REMEDY

If you are in possession of an affected stem, stop using it. Please contact the dealer from whom you purchased the product originally and return the affected product to them. Dealers have been authorized to provide a replacement stem (depending on availability) or offer a refund for the recalled product.

CONTACT

For contact details and further information, please visit the PRO website www.pro-bikegear.com/global/news/recall-notice-vibe-stem

Shimano would like to reiterate the company's commitment to rider safety and dedication to producing industry leading products. We sincerely apologize for failing to live up to these standards and for any inconvenience caused by the PRO Vibe Stem (Alloy) recall.

(Please note that no other PRO stems, including the Vibe Carbon Stem, are affected by this recall)

Your PRO Dealer