



Product Recall Notification – STEM BOLTS

March, 2017

Dear Chromag Dealer,

Chromag Bikes has discovered a defect in certain clamping bolts for Ranger, BZA and HiFi stems. If you purchased a Ranger, BZA or HiFi stem after December 15, 2016, your clamping bolts may need to be replaced before using the product.

DESCRIPTION OF THE DEFECT

Bolt with the marking 'Z' inside the bolt head*, may be prone to premature breaking when tightened. These bolts should be replaced before using the stem.

- **BZA and HiFi models: Bolts that are M6 (6mm) used for all steerer clamp and faceplate mounting.**
- **Ranger models: Bolts that are M6 (6mm) used only for steerer clamp (not faceplate)**

*see the following page with images displaying 'Z' bolt heads. Note that bolts marked 'T', 'Y', or 'C' do not require replacement.

REPLACEMENT BOLTS

Chromag will replace the clamping bolts at no cost to you. We will send new bolt packages with instructions to any dealer or distributor to include in the stem packages.

INSTRUCTIONS

Please see the following page with photos / descriptions of bolt head markings to identify.

FURTHER ASSISTANCE

To locate the nearest Chromag dealer, visit our website at www.chromagbikes.com/dealers or call us at 604-905-6667, Monday through Thursday (9am-5pm Pacific Time), or email info@chromagbikes.com for further assistance.

We realize that this is an inconvenience to our distributors, our dealers and our customers and we sincerely apologize. We have taken this action in the interest of your safety and satisfaction. We take pride in the quality of our products and strive to exceed the expectations of our customers and partners.

We will do everything we can to get your bolts replaced quickly so that you can get out riding your bike as soon as possible.

Sincerely,

Chromag Bikes

March 2017



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For stem models: Ranger, BZA, HiFi – Shipped after December 15, 2016

REPLACEMENT REQUIRED:

- Any bolts with 'Z' markings inside the bolt head
- Found on models (since Dec 2016):
 - -BZA, HiFi – all steerer and faceplate bolts
 - -Ranger – steerer clamp bolts only



REPLACEMENT NOT REQUIRED:

- Any bolts with markings: 'T', 'Y' or 'C'

