

FAG Bottom Bracket Recall 09/2017 Questions and Answers



- I have a question, who can I speak to?
 - Please contact your local dealer. Alternatively contact the Brompton Customer Service team – contact details and opening times can be found on brompton.com/recall
- How can I check if my bike has been affected?
 - You will need to locate your serial number. Information on how to locate this is available at brompton.com/recall.
- What if the serial number on my bike is no longer visible?
 - Please call Brompton customer service on <insert number> and quote your frame number.
- How can I find my nearest Brompton dealer?
 - Visit Brompton.com/recall and use find-a-store to locate your nearest dealer.
- How long will the repair take? Do they need to leave their bike overnight?
 - The repair should take approximately 30 minutes. Your local dealer will be able to advise you on how quickly they can make this repair.
- Do I need to provide proof of purchase to be eligible for a replacement?
 - No, your serial number will be used to identify your bike.
- My Brompton is second hand, can I still get a free of charge replacement?
 - Yes
- What is the expected life of a bottom bracket?
 - This is dependent on usage. The Brompton warranty covers the bottom bracket for 2 years.
- What is the risk if I do not replace the BB?
 - While the likelihood is low, reflected in the low percentage of incidents at 0.02%, the failure of the bottom bracket axle, without warning, could result in a sudden loss of control for the rider, and this could lead to the rider falling off the bike. There is a secondary risk of lacerations from the sharp edge of the broken axle. As this is a fatigue failure of the axle, those riders with increased or high usage will be at greatest risk of a sudden failure.
- My local dealer is unable to perform the work or there is a long backlog of repairs?
 - Visit Brompton.com/recall to find-a-store
- Can I get a loan bike while the repair is performed?
 - Please speak to the dealer to see if they have loan bikes available.
- Can I perform the repair myself?
 - No, this would invalidate your warranty.