

FAG Bottom Bracket Questions and Answers – Media



- How many incidents have you had so far?
 - There has been a low percentage of reported incidents at 0.02% of bikes manufactured during this period.
- Has anyone been injured? How?
 - There has been one reported case of a broken fibula and other cases resulting in minor injuries such as bumps and bruises.
- How will you reach your customers?
 - We have contacted our registered owners and our dealer network to inform our customers.
- What is the risk to consumers?
 - 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.
- Doesn't this question the quality (control) at Brompton?
 - It is due to our quality checks and processes that we have identified this potential issue and have triggered this recall process. This part is manufactured by a 3rd party supplier FAG and was supplied with certificates of conformity that meet current standards.
- Have you done a recall before?
 - We have issued a safety warning in the past.
- Is this covered under your warranty?
 - Yes
- Is your Electric bike affected?
 - No, the BB cartridge in the Electric bike is a different product.
- What are the underlying reasons for this failure? How has this failure been stopped?
 - The cause is yet to be determined by the 3rd party supplier FAG.
- What are the legal requirements & implications of this recall?
 - We've followed the **EU Guide to corrective action including recalls**, when assessing the fault and the level of corrective action required
- What information do we have on the quality checks as part of the purchasing process?
 - Certificates of conformity for all parts.
- How long have you known about this?
 - Through our warranty and quality assurance process we became aware of an issue in March 2017. We identified a higher than expected reported incidence of failure, and initiated testing of the component with the manufacturer FAG, whilst continuing to monitor the situation. The level of incidence remained low at 0.02%. In August 2017 FAG confirmed that they would be recalling the Bottom Bracket.
- Will you be compensating consumer?
 - Brompton owners will receive a free of charge replacement.