



FAQ - Recall Öhlins RXF 34/36 Air MTB Forks

Öhlins DTC, 28.09.2018

Q: Why is Öhlins conducting this Stop Ride / Stop Sale?

A: We are conducting this action because we have identified a potential safety issue and want to keep our riders safe and prevent possible injuries.

Q: Which products are involved?

A: Öhlins RXF 36 29/27.5+ and 27.5 Air Forks and RXF 34 fork. It does not affect RXF 36 Coil forks or the DH Race Fork.

Q: What is the problem with the affected forks?

A: The right-side cap top on some forks potentially may unthread and become loose which in some cases may lead to the top cap working itself free through riding. When this happens, the air cartridge may spring out of the stanchion tube causing a risk of injury to the rider.

Q: How many incidents have happened?

A: We have reported, to CPSC in US, that four incidents were the air cartridge has come loose. There has been approximately 17 000 forks produced.

Q: Whom do I contact if I have had problems?

A: Contact the retailer you bought the product from and they will help you out when the fix has been government approved.

Q: Do you have a fix?

A: We have worked tirelessly and we have a validated fix that are no yet approved by government authorities. We ask for your patience and we will continually update this FAQ with more information regarding the process.

Q: I have not had any issues with my fork. Can I continue to use it?

A: No, at this stage we advise that you are not riding our product until our fix has governmental approval and has been applied to your fork.

Q: Where can I find more information?

A: We will continuously update ohlins.com with news on how the we are proceeding in getting the fix governmental approved.