



## **Voluntary product recall for safety reviews BMC TIMEMACHINE 01 (model years 2017 and 2018)**

8<sup>th</sup> June 2018

### **Q&A TIMEMACHINE 01**

#### **1. Why does the TIMEMACHINE 01 have to be recalled for review?**

During testing we have identified an issue that occurs when the bike is ridden with certain tyre widths, as the clearance between the tyre and the down tube when ridden under load can be insufficient. The relationship between the frame, fork, tyres and other components is dependent on compliance with all of the relevant standards. In the event of an unfavourable combination of production tolerances, pronounced play in the headset and variations in tyre size production, the recalled models may fail to satisfy the necessary clearance. This could result in contact between the tyre and the down tube, which poses a significant safety concern and risk of injury to the rider

#### **2. Which models are affected?**

The affected models are 2017 and 2018 model year TIMEMACHINE 01 bikes, with the following model references:

Timemachine 01 SRAM Red eTap  
Timemachine 01 Ultegra Di2  
Timemachine 01 ONE  
Timemachine 01 TWO  
Timemachine 01 THREE  
Timemachine 01 Frameset or TM01 FRS

#### **3. Why is the recall happening now?**

We constantly monitor the status of all the bikes we sell, keeping a close eye on warranty requests and customer feedback to make sure that we are aware of any abnormalities. Based on information gathered, additional in-depth tests have been carried out on the TIMEMACHINE 01 and TIMEMACHINE 02 models. These confirmed that a string of unfavourable circumstances – i.e. deviations in production tolerances and a bike ridden under load – could result in contact between the front tyre and the down tube on **TIMEMACHINE 01 models when using a tyre size specified by us**, and on a correctly set-up bike. Out of concern for riders' safety, we have therefore decided to recall all affected TIMEMACHINE 01 bikes. **The recall does not apply to the TIMEMACHINE 02**

#### **4. The rider hasn't encountered any issues with their TIMEMACHINE 01. Can they keep riding their bike?**

No. In its current state, the bike may not be ridden due to safety reasons. The bike must be first returned to a dealer to be reviewed and then registered.

#### **5. When is a TIMEMACHINE 01 considered safe to ride?**

When the headset is correctly set-up, the distance between the tyre and down tube at its closest point must be at least 6 mm. The maximum tyre width of 27 mm (as measured) may not be exceeded.

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**6. How can I be sure that the bike can be ridden again as soon as possible?**

Should a product fail to meet the prescribed tolerances, these can be remedied by mounting a 23C or smaller tyre. The correct adjustment of the headset remains a basic requirement.

**7. What solution are we offering in the event of inadequate tolerances so that the TIMEMACHINE 01 can be ridden with the tyre sizes originally specified by BMC?**

Where necessary, a newly developed fork will be available from September onwards. This will ensure that safety tolerances will be met even when ridden with the originally specified tyre size. We will contact you as soon as possible with concrete dates for switching out forks and information on how to proceed.

**8. Will the customer incur any costs for exchanging the tyre?**

No. There will be no costs incurred for switching out the tyres, nor for a subsequent fork exchange, if necessary. Should any further customer costs arise, these will not be reimbursed.

**9. The customer does not want their bike to be reviewed. What can I do?**

It's important to stress to the customer that they should not continue to ride their bike if it doesn't undergo review by an authorised BMC dealer. The customer must also be informed that BMC Switzerland will not be liable in the event of any injuries, should they choose to go against the advice. If any customers reject the recall, please pass their information onto us directly and we will contact them personally via a letter to reiterate the recall.

**10. I still have some recalled TIMEMACHINE models in stock. What do I need to watch out for?**

After verifying that the tyre clearance to the down tube satisfies the 6 mm safety distance with maximum tyre width of 27 mm (as measured), the bike may be sold. The bike must also undergo the same registration process with BMC.

It is worth recommending to customers that certain tolerances should be kept to.

**11. Further questions**

If you have any further questions or if you encounter a situation that we have not covered above, then please do not hesitate to contact our After Sales department on 07 3861 8900 (Option 3).

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