



Product Safety Recall

Tern Bicycle Frame

Tern Bicycles – Verge S11i, X10, X20, X30h & Eclipse S11i Frames,
produced between September 2011 and March 2012

Defect – The weld between the main tube and the OCL Joint may crack and dislocate on affected frames

Hazard – A cracked / dislocated frame may pose a fall hazard to the consumer

What to do – Consumers should initially check the frame number (this is a 10 character alphanumeric starting with AM stamped on the bottom bracket shell of the bike).

Those that have a frame number AM1A or is in the series AM1102 through AM1207 should cease use of the bicycle and return the bicycle to the retailer from which the bicycle was purchased to enable the serial number to be checked. Replacement frames will be provided for all suspect frames.

If unable to locate the frame number, please take the bike to the retailer from which the bike was purchased to enable checking or alternatively contact BikeBox by phoning 1800 228 229 Mon-Fri 8.30am to 5.30pm or via email at info@bikebox.com.au

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