





Re: [SAFETY] - Product Recall – ROCKRIDER 520 & 540 MOUNTAIN BIKE – DECATHLON

SAFETY PROCEDURE

			
<p>1864812 - ROCKRIDER 520 BLACK size L 1864813 - ROCKRIDER 520 BLACK size XL</p>	<p>1864083 - ROCKRIDER 540 GREY size L</p>	<p>2002104 - ROCKRIDER 520 NAVY BLUE size L</p>	<p>2046832 - ROCKRIDER 520 YELLOW size L</p>

Thank you for buying a BTWIN Rockrider 520 or 540 from Decathlon

Following regular quality control tests, BTWIN has detected some faults with certain frame sizes (noted above).

For this reason, we ask you to verify your bike to see if your model is affected before your next ride. In order to do this, you will need to retrieve the necessary information (12 digital serial number, model and size) and follow this link:

<https://www.btwin.com/blog/blog-and-news/blog-news-mtb/product-recall-rockrider-540-and-520/>

HOW DO I KNOW IF MY BIKE MEETS THE SAFETY REQUIREMENTS?

If your bike is affected (or if you are unable to locate the information), please immediately contact our customer service team at customer.experience.team@decathlon.com. Your bike will be replaced by the identical model.

If for whatever reason you are not satisfied with the replacement bike, we can offer you a full refund.

We would like to apologize for the inconvenience this recall may have caused you. We take quality control and regular testing very seriously at BTWIN as the safety of our customers is our first priority.

Your sincerely,

Daniele MIGLIORATI
 BTWIN Product Manager



How do I know the identification of my bike?

1. Locate the silver sticker on your frame which has all the necessary information:

2. Check the written information :
 - The 12 digit serial number
 - The model name
 - The size