



Cycles Devinci Inc.
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FOR IMMEDIATE RELEASE
URGENT – PRODUCT RECALL

August 20TH, 2024

Cycles Devinci announces a voluntary safety recall on alloy 2023, 2024 Chainsaw and Chainsaw DH models.

Saguenay, QC, August 20TH, 2024 – In our ongoing commitment to rider safety, we are initiating a voluntary safety recall for certain 2023 and 2024 models of the alloy Chainsaw & Chainsaw DH bikes.

A few recent field incidents, combined with additional testing, have identified a potential issue with the front triangles of these bikes. In rare cases, affected frames may crack, which could lead to the head tube separating from the top tube. From the 2023 and 2024 Chainsaw production, only three (3) incidents have been reported, and fortunately, no known injuries have occurred thus far, however we have made the decision to mitigate all possible risk from future issues.

As passionate riders ourselves, safety is one of our top priorities. If you own one of the potentially affected bikes, **please stop using it immediately** and contact a Devinci authorized dealer for further instructions. Detailed information on the replacement plan is available on our website at www.devinci.com/en/recall, or you can reach us directly at +1 888-338-4624, www.devinci.com/en/contact-us/ or via email at recall@devinci.com.

Affected Models:

We have identified a lot of 898 units that were produced between 2023 and 2024.

- Sizes small, medium, large, and x-large with serial numbers starting with 045, specifically between 04520001 and 04550118.
- Sizes small, medium, large, and x-large with serial numbers starting with 101, specifically between 10120002 and 10150032.

The serial number is engraved at the rear of the seat tube. Refer to our FAQ document on www.devinci.com/en/recall for assistance in locating your Devinci Chainsaw serial number.

This voluntary recall includes a free replacement of the alloy front triangle for all affected 2023 and 2024 Chainsaw and Chainsaw DH models. We are working closely with consumer product safety authorities and have already submitted a recall plan to address this issue as quickly as possible. Further communication will be shared in collaboration with these authorities to ensure all affected Devinci bike owners are informed.

We are committed to making high quality bikes for riders and their safety is our highest priority. We appreciate your help in communicating this voluntary safety recall message to owners of these affected bike frames. We apologize in advance for any inconvenience and assure you that the new front triangle will meet the performance and quality expected from Devinci.

About Devinci

At Devinci, we take pride in our Canadian heritage, crafting high-quality aluminum bike frames since 1987. Our commitment has always been to build durable bikes that meet the needs of the most demanding cyclists.

From mountain bikes to urban bikes, our diverse product range is designed for every type of rider. Backed by a dedicated research and development team, we constantly push the boundaries of performance while remaining committed to sustainability. Every Devinci bike represents decades of expertise and a deep passion for the cycling community.