



FAQ | SAFETY RECALL | CHAINSAW & CHAINSAW DH ALLOY

WHAT IS THE ISSUE WITH THIS VOLUNTARY SAFETY RECALL?

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, three (3) incidents have been reported, and fortunately, no known injuries have occurred thus far.

HOW DO I KNOW IF MY BIKE IS AFFECTED BY THIS VOLUNTARY SAFETY RECALL?

Only certain aluminum frames (front triangle) on Devinci Chainsaw & Chainsaw DH bikes, as listed below, are affected:

- 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.

If you believe your bike is involved in this recall, please take it to your authorized Devinci dealer. The list of all dealers can be found on our website: www.devinci.com/en/find-a-dealer/.

For more information, you can also visit www.devinci.com/en/recall, call toll-free at +1 888-338-4624, or email recall@devinci.com. Please check this link for the opening hours. www.devinci.com/en/contact-us/

WHAT IS A VOLUNTARY SAFETY RECALL?

A voluntary safety recall means that we have taken the initiative in this situation and are collaborating with the regulating authorities to inform our riders and dealers to ensure rider safety. We have received no reports of injuries resulting from the reported issue. We are doing this because rider safety is our priority.

WILL DEVINCI REPLACE THE RECALLED FRONT TRIANGLES? HOW LONG WILL IT TAKE?

Yes, we will replace all front triangles affected by this recall. Whilst we are unable to provide an exact time for replacement of affected frames, we will dedicate a production line to a first wave of replacements. This production will start as soon as the tests are completed in a few days. A second batch will go into production as soon as we have the necessary materials in our possession. We are working with our suppliers to reduce the lead times as much as possible. These replacements comply with existing quality standards and meet current product recall replacement standards.

Frequent updates regarding replacement dates will be available: www.devinci.com/en/recall

Please visit your authorized Devinci dealer immediately to proceed with your recall claim.

WHAT COLOR WILL MY NEW FRONT TRIANGLE BE?

We will be re-producing and replacing your front with the same color as your current affected front triangle. As such you should expect to your replacement to be consistent with your existing product and we assure you that the new front triangle will meet the performance and quality expected from Devinci.

CAN I REQUEST A DIFFERENT MODEL OR SIZE OR AN "UPGRADE"?

Devinci will provide an equivalent replacement front triangle of the same size and model at no additional cost.

In some cases, we may be able to provide different options that can be offered for an additional fee. These additional options are based on availability and may not apply to Chainsaw DH products.

For further information please visit any authorized Devinci dealer. All will be able to assist you during the process. The list of all dealers can be found on our website: www.devinci.com/en/find-a-dealer/.

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WHO WILL PERFORM THE REPLACEMENT?

If you believe your bike is involved in the voluntary recall, please stop using your bike and go to an authorized Devinci dealer, who will help you submit a claim. The dealer will dismantle the bike with the affected front triangle and reassemble it with the new replacement front triangle once it is received. This replacement will cost you nothing.

DO I HAVE TO RETURN TO THE DEALER WHO SOLD ME THE BIKE?

No. You can visit any authorized Devinci dealer. All will be able to assist you during the process. The list of all dealers can be found on our website: www.devinci.com/en/find-a-dealer/.

For more information, you can also visit www.devinci.com/en/recall, call toll-free at +1 888-338-4624, or email recall@devinci.com.

IF THE DEALER WHO SOLD ME THIS DEVINCI IS NO LONGER AN AUTHORIZED DEALER, CAN I STILL RETURN THERE?

No. Only current authorized Devinci dealers have the tools and instructions to assist you with this process. If your dealer is no longer a Devinci retailer, please refer to our list of dealers on our website at www.devinci.com/en/find-a-dealer/.

I BOUGHT MY BIKE USED; WHAT SHOULD I DO?

Used bikes are also included in this recall. If you believe your bike is involved in this recall, for your safety, please stop using your bike and take it to your authorized Devinci dealer. The list of all dealers can be found on our website: www.devinci.com/en/find-a-dealer/.

For more information, you can also visit www.devinci.com/en/recall, call toll-free at +1 888-338-4624, or email recall@devinci.com.

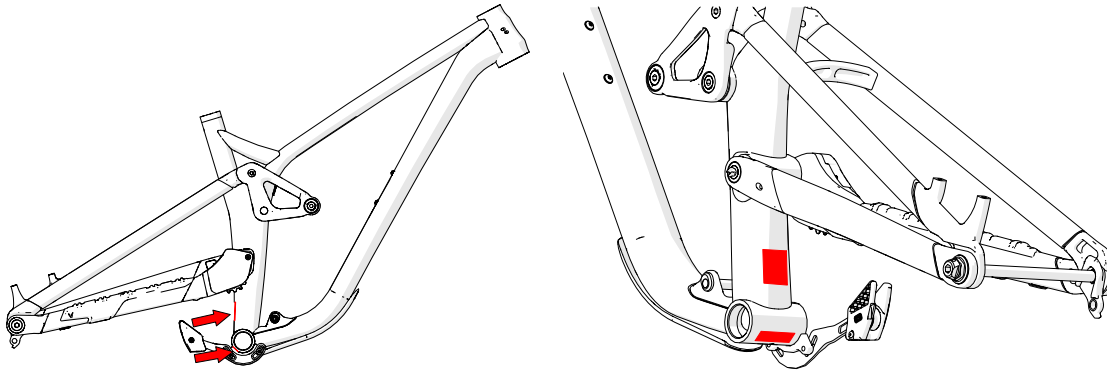
I CAN'T FIND THE ORIGINAL RECEIPT; WHAT SHOULD I DO?

No problem, all you need is the frame with the associated serial number that can be found on the rear of the seat tube. If you believe your bike is involved in this recall, for your safety, please stop using your bike and take it to your authorized Devinci dealer. The list of all dealers can be found on our website: www.devinci.com/en/find-a-dealer/.

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WHERE CAN I FIND THE SERIAL NUMBER ON THE FRAME?

The serial numbers for Devinci Chainsaw and Chainsaw DH products are located on the rear of the seat tube. Please refer to the diagram below for a visual guide.



WHAT CHANGES FOR MY WARRANTY?

The original warranty terms will continue to apply from the replacement date. (frame only)
Details of our product warranty can be found here: www.devinci.com/en/warranty-devinci/

CAN I KEEP MY RECALLED FRONT TRIANGLE?

No. For the safety of all riders, Devinci will work with dealers to ensure that the affected front triangles are properly destroyed, taking all steps to recycle the aluminum whenever possible.

IF MY SERIAL NUMBER IS NOT VISIBLE AND I SUSPECT MY BIKE IS INVOLVED IN THIS VOLUNTARY SAFETY RECALL, WILL I BE ELIGIBLE FOR A REPLACEMENT?

Yes. We are happy to assist you. If you think your bike is part of this recall, for your safety, please stop using your bike and consult your nearest authorized Devinci dealer for further instructions. A complete list of our dealers is available on our website at www.devinci.com/en/find-a-dealer/.

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WILL YOU OFFER ANY COMPENSATION?

Devinci will provide you with a free replacement front triangle and the transfer of your existing components to the new front triangle. We are doing everything in our power to get you back on your bike as soon as possible. Please check with your retailer, as some may have Devinci demo bikes available to accommodate you.

WHAT IF I HAVE MADE MODIFICATIONS TO MY FRAME OVER TIME, SUCH AS A PROTECTIVE FILM, SPECIAL PAINT, OR SIMPLY STICKERS; WILL I RECEIVE A REFUND OR REPLACEMENT?

No, any enhancements made to the original frame will not be refunded or replaced.

WHAT IF I HAVE MORE QUESTIONS?

We will be happy to assist you with further questions. For more information, you can visit www.devinci.com/en/recall, call toll-free at +1 888-338-4624, or email recall@devinci.com.