



Product Safety Recall



Do you own this product?

Hollowtech cranksets for certain Shimano Ultegra and Dura-Ace models

11-speed bonded Hollowtech II road cranksets, suitable for certain Ultegra and Dura-Ace models, manufactured between 1 June 2012 – 1 July 2019.

Please see list of affected part numbers and manufacturing codes on the [Product Safety Australia website](#).

Dates sold: 1 January 2013 – 1 July 2019



Why the product is recalled: The bonded crank parts can separate and break, causing the crank arm to separate from the main crank arm-body.

Hazard: There is a risk of a fall or crash if the crank arm separates. At the time of publishing, Shimano has received 4,519 incidents of cranksets separating, and six reported injuries, including bone fractures, joint displacement and lacerations.



Consumers should not use a bike with Shimano Ultegra or Dura-Ace cranksets until they check if theirs is an affected model. Instructions on how to check are on the [Shimano website](#).

If you have an affected model, contact the nearest authorised Shimano dealer to arrange for the cranksets to be inspected. Any cranksets that fail the inspection process will be replaced free of charge.



Ask our staff to find out more about the recall.

<https://bike.shimano.com/en-AU/information/contact-shimano.html>

1800 269 958 8:00am to 5:00pm AEST Monday to Friday



Purchased from: Please see list of retailers on the [Product Safety Australia website](#).

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See productsafety.gov.au for
Australian product recall information