

FAQ FOR RECALL SYNCROS 2016 FL1.0 OFFSET SEATPOSTS WITH 27.2MM DIAMETER

AM I AFFECTED FROM THIS RECALL?

To find out if your bike has been affected please go through the following steps:
1. Follow the detailed information that is shown for the affected models of this recall under **Weblink Syncros FL1.0**

The following models are affected:

241419	Bike Addict SL	241437	Bike Solace Premium disc
241421	Bike Addict Team Issue (TW)	241438	Bike Solace 10 disc (TW)
241422	Bike Addict 10 (TW)	241443	Bike Solace 10 disc (EU)
241423	Bike Addict 15 (TW)	241465	Bike Addict CX 10 disc
241425	Bike Addict 20 (TW)	241995	Frame set Addict Team Issue Di2 (HMX)
241429	Bike Addict Team Issue (EU)	241996	Frame set Addict Team Issue (HMX)
241430	Bike Addict 10 (EU)	241997	Frame set Addict 10 (HMF)
241431	Bike Addict 15 (EU)	241999	Frame set Solace 10 disc (HMF) mech/Di2
241433	Bike Addict 20 (EU)	242001	Frame set Addict CX 10 disc(HMX)mech/Di2
241436	Bike Addict Gravel disc		

In addition the following after-market seatpost of model year 2016 is affected as well, sold as a single part in bike shops

228381	Seatpost Syncros FL1.0 Carbon Offset 27.2mm
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Please check the serial number of your bike (if mentioned above under point 1) which you can find on the downside of the bottom bracket housing or on the decal on the downside of the downtube in front of the bottom bracket housing and continue as shown under point 3.

Verification by serial number:

<http://www.scott-sports.com/global/en/company/safety-and-recalls>

Is my product affected by a recall ?

Enter your serial number here

[Where's my serial ?](#)

The system will inform you if your serial number is affected from the recall or not.

A) *Your serial number is not affected:*

Your SCOTT road bike and the assembled seatpost Syncros FL 1.0 27.2mm is without any problem and you can use your bike (the serial number you gave to the system is from another model year or the seatpost has already been replaced by SCOTT in the factory, the defective seatpost has already been replaced and therefore the assembled seatpost is not affected from the recall)

B) *Your serial number is affected:*

Your SCOTT road bike and the assembled seatpost Syncros FL 1.0 27.2mm is affected by the recall. Please do not use the bike anymore. Contact your authorized SCOTT dealer to get a new Syncros seatpost assembled free of charge.

WHO WILL DO THE NECESSARY REWORK ON MY BIKE?

Your local SCOTT dealer will do the work for you. If you could kindly arrange beforehand with your nearest dealer a convenient date and time for the repair this will help shorten your waiting time and allow your dealer to take all the appropriate measures required to complete the work in good time.

DO I HAVE TO PAY FOR THIS REWORK?

You do not have to pay for the replacement part or the labor cost resulting from the exchange of the affected part.

WHO IS THE BEST POINT OF CONTACT IF I HAVE QUESTIONS REGARDING THIS SYNCROS FL1.0 27.2MM SEATPOST RECALL?

Please contact your local SCOTT dealer in the first instance. They have been informed about the recall. They will in turn liaise with the National Distributor who has all the handling instructions as well as spare parts to help support your local SCOTT dealer.

A list of all shops and distributors can be found at [Weblink](#)

Please feel free to contact Scott International using the email: recall@scott-sports.com

Please fill in all the relevant data requested. We will respond to you promptly.

You can call us also under +41 264 601 900.

In case you are based in USA you can also call the following toll free number:
+1 888 607 8365 ext. 2012

SCOTT SPORTS SA
ROUTE DU CROCHET 17
1762 GIVISIEZ
SWITZERLAND
RECALL@SCOTT-SPORTS.COM

In cooperation with the national Recall authorities

