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STEVENS Vertriebs GmbH

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Consumer information

Hamburg, 26.01.2012

***Voluntary recall of STEVENS Forma bicycle frames
for models built between 2002 – 2008***

Dear Sir or Madam,

STEVENS Vertriebs GmbH is committed to conforming with the strictest criteria when it comes to the safety and reliability of its products. That is why we carry out intensive quality control both internally and externally during the construction and production phases of our bicycles and continue to monitor the materials and constructions used in our products after their market launch.

After isolated cases of failures in the frames of STEVENS Forma bicycles (so-called "Low-step-thru-frames"), the frequency of which is far below statistically significant levels, we have decided to launch a voluntary recall of the frames as a precaution.

In isolated cases for the bicycles in question, the stability of the frame at the connection between the head tube and down tube is affected. In cases such as this, the frame does not have any safety margin and this could result in a fall with consequential or personal damage.

Your safety comes first. That is why we are exchanging the affected frames free-of-charge. We kindly request that you refrain from using your STEVENS Forma bicycle with immediate effect.

Affected frames up to 2008

Oval down tube welded to the head tube



Non-affected frames from 2009

Down tube enforcement on lower connection to Head tube



Model	Model year	Fork	Colour
Elegance SX	2002-2008*	Threaded	Silver, black
Courier SL	2008*	Ahead	Grey
Jazz	2002-2008*	Threaded	Grey, blue, red, green
Galant	2002-2008*	Threaded	Black, red, blue
Primera SX	2005-2007	Threaded	Dark blue
Primera SX	2008*	Ahead	Dark blue (2009: Grey)
Primera Luxe	2008*	Ahead	White
Primera Lite	2009*	Ahead	Grey
Avantgarde SX	2003-2004	Threaded	Silver (2004: Dark blue)
Esprit SX	2007-2008*	Ahead	Black

*Only the first production models from 2009 are also affected. Please check the shape of your down tube.

As part of a free exchange offer, the frames of the affected Forma models are to be exchanged for new frames and forks. The new frames have successfully passed all internal and external tests. They conform to the technical level of the 2012 collection and therefore upgrade your STEVENS Forma bicycle.

Exchange process:

Please contact your STEVENS specialist retailer and agree a date for exchanging the frame on the bicycle in question.

Enter the following information on your bicycle and your address. Then submit this form to your STEVENS retailer.

Surname: _____ First name: _____

Address: _____

Tel: _____ E-Mail: _____

Model: _____ Year of construction: _____
(if known)

Colour: _____ Size: _____

Purchase date: _____

Retailer: _____

If you have any other questions, please contact your STEVENS retailer. You can also get more information in the Forma section of our website:

www.stevensbikes.de/forma

Thank you for your help and we would like to apologise for any inconvenience caused.

Best regards,

STEVENS Vertriebs GmbH