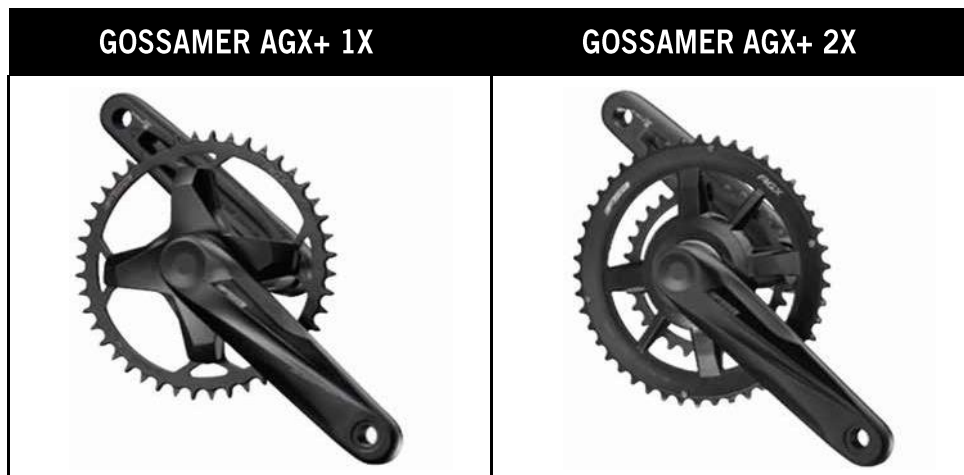


# OFFICIAL SAFETY NOTICE

## GOSSAMER PRO AGX+ [CK 6037]

Full Speed Ahead (FSA) is declaring an official voluntary Recall statement about GossamerAGX+ crankset which had been delivered between January 2022 - December 2022.

FSA has received reports of crank arms becoming loose or “wobbly” and detaching from the crank/spindle interface that is held together by a press-fit interference and bonding agent. Only the drive-side crank arm is susceptible to bonding failure. At first signs of failure the rider may find that crank arm becoming loose or “wobbly” while riding. They should stop usage as continued riding could pose a risk of instability while riding or the crank arm becoming detached creating a fall hazard which could result in minor injuries.



### COMPLIANCE TESTING

Prior to receiving reports, the crankset passed all international ISO testing standards.

### INSPECTION OF CRANKSET

Inspect Gossamer AGX+ [CK-6037] cranksets and bicycles pre-assembled by OEM with Gossamer AGX+ CK-6037 cranksets that may be within the serial number range stated below. FSA will be requesting all cranksets within serial number ranges starting with B1, B2 and B3 to be returned to FSA for replacement. The serial number range is shown highlighted below.



➤ **ACTION PLAN**

FSA is preparing to replace cranksets for all below listed stakeholders (such as consumers, dealers, distributors, and bicycle manufacturers - referred to as OEM) with the new Gossamer Pro AGX+ CK-6037 cranksets.

➤ **CONSUMERS**

Consumers self-inspect own bicycle and in case of potential technical issues refer to the preferred bike dealer.

Dealers will be instructed to inspect their inventory and customers' cranksets verifying if they are within the specified range. If so, a crankset complying with new specification will be shipped free of charge.

➤ **DEALERS (Bike Shops)**

Dealers who purchase FSA crankset from distributors or as original equipment pre-assembled on bicycles (OEM) will be contacted by the bike Distributor and OEM via telephone or email.

Dealers will be instructed to inspect their inventory of Gossamer Pro AGX+ CK-6037 cranksets (or inventory of bicycles with Gossamer Pro AGX+ CK-6037 cranksets) and consumer bicycles with Gossamer Pro AGX+ CK-6037 cranksets that fall within the serial number range beginning with B1-B2-B3.

Dealers that receive claims and service support requests from end users can refer to FSA's regional official service center for any question or support based on below list.

In case the crankset faced above mechanical issue, Dealers would be able to order a new crankset referring to the official FSA regional distributor.

➤ **DISTRIBUTORS - BICYCLE MANUFACTURER (OEM)**

Distributors and Bicycle Manufacturers (OEM) who sold Gossamer Pro AGX+ and/or pre-assembled Gossamer Pro AGX+ CK-6037 cranksets on their bicycles have been contacted by FSA to stop shipment cranksets inventory and bicycles built with Gossamer Pro AGX+ CK-6037.

Inspection of Distributors and OEM's inventory has begun for cranksets that are within the prospective range. Any crankset within the prospective range will be replaced free of charge.

Distributors and OEM are free to contact their dealers who have purchased Gossamer AGX+ CK-6037 cranksets or bicycles with Gossamer AGX+ CK-6037 cranksets installed requesting Dealers inspect their inventory and any cranksets purchased by Consumers.

Dealers will be able to contact below listed official FSA regional service centers about replacement procedure, reimbursement, or any of other related information.

FSA will be requesting all cranksets within serial number ranges with **B1**, **B2** and **B3** to be returned. Shipping costs associated to return the cranksets will be covered.

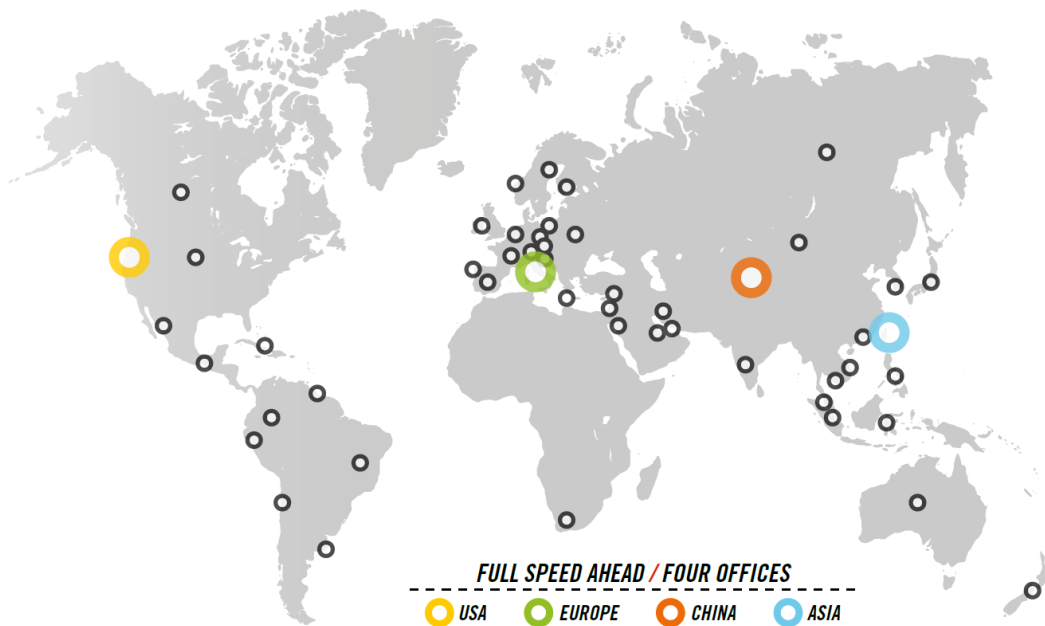
## SUITABLE SOLUTION

The following models (**CK-6138 / CK-6038 / CK-6027**) are suitable replacement solutions to the issued **CK-6037 MEGAEXO AGX+**.



## OFFICIAL SERVICE CENTER (contact)

Customers can contact FSA official Service Center to receive further information or service.



FULL SPEED AHEAD  
- ASIA  
[recall-asia@fullspeedahead.com](mailto:recall-asia@fullspeedahead.com)

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USA	customerservice@qbp.com	1 952 941 9391
USA	info-us@hlc.bike	1 888 522 2453
USA	Info@jbimporters.com	1 800 666 5000
USA	sales@osco.bike	1 414 461 8380
USA	Info@khsbicycles.com	1 310 632 7173
CANADA	Info@orangesportsupply.com	1 877 990 5554
CANADA	Info@cycleslambert.com	1 888 522 2453
INTERNATIONAL	recall-USA@fullspeedahead.com	877-743-3372

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THAILAND	saknanon.wat@peloton.co.th	02-095-3560
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## FURTHER INFORMATION

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More information could be found in the dedicated page on the FSA website:  
<https://www.fullspeedahead.com/it/support/recall>.

## SHOP LOCATOR

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International Shop Locator: <https://www.fullspeedahead.com/it/find-store>

## Q&A

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### Q. WHY IS FULL SPEED AHEAD CONDUCTING THIS RECALL?

A. We are conducting this recall to keep our customer's safe and prevent possible injuries by removing the product from the marketplace.

### Q. HOW CAN I TELL IF MY CRANKSET IS AFFECTED BY THE RECALL?

A. Gossamer Pro AGX+ CK-6037 drive crank arms that are within the serial numbers beginning B1, B2, B3 are affected by this recall. Serial numbers are located on the backside of the drive side crankarm by pedal threads.

### Q. HOW CAN I TAKE ADVANTAGE OF THE RECALL?

A. Take your bicycle to your local bicycle dealer for inspection and replacement. Dealers can contact us at our toll-free phone number 877-743-3372 or email Recall-USA@fullspeedahead.com to complete the recall.

**Q. WHAT IS THE PROBLEM WITH MY [PRODUCT]?**

**A.** Full Speed Ahead (FSA) has received reports of crank arms becoming loose or “wobbly” and detaching from the crank/spindle interface, posing fall and injury hazards. Only the drive-side crank arm is susceptible to bonding failure.

**Q. I NO LONGER HAVE THE RECEIPT FOR THE PRODUCT. CAN I STILL RETURN IT?**

**A.** Yes. A replacement crankset and repair will be provided at no charge.

**Q. WILL I RECEIVE A REFUND FOR THE PRODUCT?**

**A.** No. Customers whose cranksets are in the affected serial number range will be provided with a free replacement crankset from Full Speed Ahead that your local bicycle dealer will professionally install.

**Q. WILL I BE ABLE TO REPAIR THE PRODUCT MYSELF?**

**A.** No. Please visit your local bicycle dealer for a free replacement and repair.

**Q. CAN I REPAIR THE PRODUCT MYSELF?**

**A.** No. We urge you not to attempt to repair the product yourself. Please visit your local bicycle dealer for a free replacement and repair.