

Voluntary product recall

LAPIERRE BIKE



QR code or
barcode

- **BRAND :** LAPIERRE
- **MODELS CONCERNED:** Zesty AM 3.0 (D270 & D271) | Zesty AM 4.0 (D272 & D273) | Zesty AM 4.9 (E271) | Zesty AM 5.9 (E272) | Spicy 3.0 (D280 & D281) | Spicy 4.9 (E280)
- **BATCHES :** LPA3 and LPB3
Additional information to identify the product: the batch number is visible by reading the first 4 characters of the serial number beginning with LP affixed to the frame.
- **MARKETING START DATE:** 15/07/2019
- **MARKETING END DATE:** 08/06/2022.
- **GEOGRAPHIC ZONE:** GLOBAL
- **DEALER:** Lapierre authorized dealers/ Lapierre website
- **REASON FOR RECALL:** Risk of weakening and breaking the down tube of the frame
- **RISKS INVOLVED:** External injuries
- **HOW TO PROCEED:** No longer use the product, Contact the sale point, Return to the point of sale
- **TERMS OF COMPENSATION:** Frame replacement

Dear customers,

Because the safety of our users is our priority, Lapierre Teams are organizing a voluntary recall of Spicy and Zesty AM mountain bikes with aluminum frames.

These models can present a risk of weakness in the down tube of the frame, which can lead to sagging and breakage of the frame.

This voluntary recall affects the following model year 2020 and 2021 bikes: Spicy 3.0, Spicy 4.9, Zesty AM 3.0, Zesty AM 4.0, Zesty AM 4.9 and Zesty AM 5.9.

We ask all customers to stop using their bike and to contact an authorized Lapierre dealer who will replace the frame as soon as possible.

We thank you for your understanding and we sincerely apologize for the inconvenience that this replacement may cause in your practice.

Lapierre Teams.













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PRODUCT RECALL

Zesty AM Aluminium | Spicy Aluminium

1) Is my bike model impacted ?

Bike models impacted : Only Zesty AM and Spicy from Model Year 2020/2021 and equipped with an aluminum frame.
This excludes 2019 models as well as all Zesty TR bikes.

	MY19	MY20	MY21
ZESTY AM	 Zesty AM FIT 3.0	 Zesty AM FIT 3.0 D270 & D271	 Zesty AM 4.9 E271
	 Zesty AM fit 4.0	 Zesty AM FIT 4.0 D272 & D273	 Zesty AM 5.9 E272
ZESTY TR	 Zesty TR	 Zesty TR	 Zesty TR
SPICY	 Spicy FIT 4.0	 Spicy FIT 3.0 D280 & D281	 Spicy 4.9 E280

Identify your bike model

A

Ensure that the model name **on your bike seatstay** matches one of the models listed above.



Identify your bike Model Year

B

You will find your Bike Serial Number located **under the bottom bracket**.
It should either start with **LPA3** or **LPB3** to be part of Model Year 2020 or 2021.



If the Serial Number is missing or if you need help locating it, please contact our Customer Service desk : 00800 1946 2121

If your bike model and model year match the criteria listed above, your product is part of this outstanding recall.

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PRODUCT RECALL

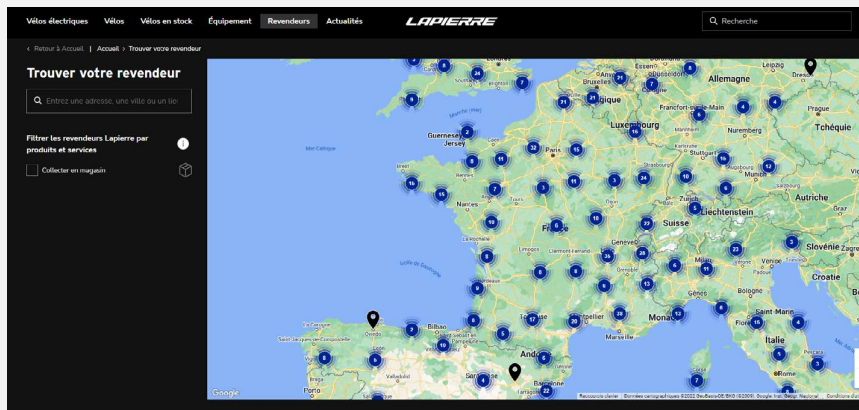
Zesty AM Aluminium | Spicy Aluminium

2) What to do if my bike is impacted by this recall?

A For safety reasons, do not use your bike any longer.

Get in touch with a certified Lapierre dealer

To get in touch with your nearest Lapierre dealer, you will find a list of the Lapierre dealers in the link below:
<https://www.lapierrebikes.com/fr-en/store-locator/>



Your Lapierre dealer will provide you with all the necessary information as well as inform you on the procedure to return your product.

If there is no reseller near you, you may :

- Contact our Customer Service desk : 00800 1946 2121
- Browse through our dealer network and contact them : <https://www.lapierrebikes.com/fr-en/distributors/>

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Contact Lapierre

To facilitate the management and organization of recall operations, we invite you first to contact your nearest authorized Lapierre retailer. This one can help you throughout the entire procedure, from identification to changing the frame, which will be carried out directly in store.

If you wish to contact us directly, our customer service is reachable by phone 00 800 1946 2121 from Monday to Friday, from 9:00 a.m. to 12:00 p.m. and from 2:00 p.m. to 6:00 p.m.

You can also write to us via the contact form accessible from the home page of our site or by clicking [HERE](#)

FAQ

My bike is affected by the recall but I no longer have the invoice. Can I still benefit from an exchange of my frame ?

The safety of our users is our top priority. Also, when your bike is identified as being part of the recall, the presentation of the original invoice will not be mandatory to benefit from the replacement of the frame by an authorized Lapierre retailer.

Can I change the frame myself ?

This operation requires the expertise of a cycle professional. Also, only authorized Lapierre dealers will be able to replace the frames as part of this recall.

Will the new frame be guaranteed ?

Following the replacement, the warranty on the new frame will be equivalent to the current residual warranty on the original bicycle. As a reminder, we guarantee the frames of our bikes for 5 years from the date of purchase.

Can I choose the frame of my choice for the replacement ?

In order to guarantee total compatibility of the equipment during the change, we will replace your frame with an equivalent or superior model fitted to the Spicy or Zesty AM models.