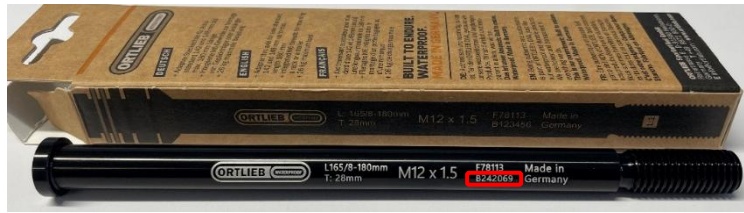


ORTLIEB Sportartikel GmbH recalls the following Product: [F78113 Thru Axle M6 Connector]

It has been discovered that, in a production batch (B242069) of the Thru Axle M6 Connector 1.5 mm (item number: F78113), the thread pitch was manufactured incorrectly in a subset of the batch. Instead of the correct 1.5 mm thread pitch, a 1.75 mm thread pitch was used on these axles.

If you install the axle in accordance with our [assembly instructions](#), you will notice the fault immediately – a faulty axle cannot be fitted correctly. Even if fitted incorrectly, installation is only possible with considerable force.

To avoid any misunderstandings or inconvenience, we ask you to check your axle.



1. Check the production batch number engraved on the axle. Only batch B242069 is affected (see marking in the example image).
2. If your axle is from this batch, compare the thread pitch with that of your original axle – as described in the instructions under point 1.2.
3. Alternatively, you can measure 10 thread pitches: the correct distance is 15 mm.
4. If the result differs, your axle is likely affected by the manufacturing defect.

Why is the product dangerous?

It might damage the thread of your bike frame if you try to install it with considerable force.

What should be done?

Don't try to install an axle with the wrong pitch!

Remedies for consumers

Please contact your local dealer or the ORTLIEB service team to get a free replacement or a refund.

contact

If you have a faulty axle with the batch number B242069 or are unsure, please contact the Ortlieb service team directly (email: Customerservice@ortliebusa.com or telephone: +1(0)253 833 3939). You will, of course, receive a free replacement or a refund for the incorrectly marked product.

We apologise for any inconvenience caused and thank you for your understanding and your support in checking the affected products.

All open recalls: <https://de.ortlieb.com/pages/product-recalls>

IMPORTANT: Please let your acquaintances, friends, and family know about this recall!

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