

Hi UBCO US Dealers,

Following on from previous communications, UBCO will be launching a voluntary safety campaign in the United States involving all Gen X5 Adventure and Work bikes (Model Year 2021 and 2022). This campaign will involve conducting an inspection process in the motors of each affected bike.

In order to support the campaign, please find the below documents attached:

Please save these documents securely for future use.

1. **UBCO CS-00017 - Annulus Gear Inspection Campaign**

This document provides an overview of the campaign information, affected range, next steps and claim process.

2. **UBCO CS-00017 - Annulus Gear Inspection Instructions**

This document contains technical instructions for completing the inspection.

3. **CS-00017 Inspection Form**

This form must be filled out and returned on completion of the inspection.

4. **2X2 Campaign Checking Tool**

This Excel based tool allows a bike's VIN/PIN number to be entered and will inform if the bike is affected by the campaign.

The annulus gear tool and initial quantities of recall parts kits start shipping out yesterday to authorized Dealers and will be showing up Monday next week. The annulus gear tool has shipped first and there will be a follow up shipment of recall parts within the next week. The recall parts are only for used bikes in the field that come back in for the recall and will receive a new set of bearings and seals for the motor.

Registered owners will be contacted in the coming weeks.

Further quantities of recall parts kits will be available for order via salesus@ubcobikes.com as required. For any questions regarding the recall campaign, or the attached documentation please contact supportus@ubcobikes.com for assistance.