

IMPORTANT SAFETY WARNING

For the owners of Dutch ID Urban High Speed e-bikes.

The background

After years of intensively using the Dutch ID Urban High Speed e-bikes, in some cases small cracks may appear in the carbon fork. Very occasionally, this can lead to the fork breaking. This makes the bike unstable, with the risk of the rider falling and injuring themselves.

As such, the fork does not meet the high quality and safety standards that Dutch ID (Optima Cycles) requires from its bikes. We have therefore decided to eliminate any risk and to replace the carbon forks free of charge.

This concerns the following model with carbon fork:



Dutch ID Urban HS – men's and mixed frame

Type of fork

The Dutch ID Urban HS has either a carbon or an aluminium fork. How do you see the difference? The fork where you can see a distinctive weave pattern is a carbon fork. The smooth black fork is an aluminium fork.



Detail:



carbon
(with weave pattern)



aluminium
(smooth black)

Does your Dutch ID Urban High Speed have a carbon fork? If so, stop using the bike immediately and contact your Dutch ID dealer. Your dealer can replace the fork for you free of charge.

Does your bike have an aluminium fork? Then no action is needed.

Here to help

Do you have any questions relating to this letter? Then contact your Dutch ID dealer. Or call the Sales department at Optima Cycles during office hours on +31(0)251 - 261 222 or send an e-mail to sales@optima-cycles.nl.

Please accept our apologies for the inconvenience and thank you for your cooperation!

Team Dutch ID

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