



CUSTOMER SERVICE BULLETIN

Dear Dealer

October 2020

Dropper Post Housing and Di2 Wire Unable to adjust in downtube.

2021 Indie VLT 1 Men 2021 Indie VLT 1 Step-through

Note: There is no safety concern

ISSUES IDENTIFIED

- 1 Shifter and Dropper cable housings along with the 950mm Di2 wire have been incorrectly zip-tied together inside downtube on all sizes thus the 950mm Di2 wire may appear to be too short and dropper housing cannot be adjusted to install dropper post.
- 2 The 950mm Di2 wire is long enough for the Indie VLT 1 bikes and will not reach display unit.

Dealer Labour Credit of \$20 will be automatically applied for every bike.

TOOLS REQUIRED

- 5mm Allen wrench
- 3mm Allen wrench
- Side cutters

PROCEDURE to Free-up Housings and Di2 wire (15 – 20 minutes)

Remove battery cover
& DU cover.



Remove battery



Loosen 4 bolts (3 to 5 turns)



Locate wires at top-side of downtube and pull out and away from under battery bracket.
Locate three zipties inside downtube - top – middle – bottom
Use side cutter to cut all three zipties.



Housings and Di2 wire should move freely.
At this time adjust Dropper post housing and install dropper post.
Gently pull Di2 wire up towards headtube.

The 950mm Di2 wire will now reach Display unit (Large size shown turned 90 degrees)



Once corrective action plan has been performed if customers still have concerns regarding the Large size Indie VLT 1 Di2 wire appearing too short please contact our after sales department.

Reassembly note: Do Not install new zipties !

Now gently tuck housings and Di2 wire back up between toptube and battery bracket.

Tighten the four battery bracket bolts to 10nm

Install battery, battery cover and DU cover (DU cover bolts tighten to 5nm)



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Advance Traders