

Nov 2020

CUSTOMER SERVICE TECHNICAL BULLETIN

Dear Customer Service Team,

Please take the time to review the information below in regards to the MY20 and MY21 Sight carbon bikes that have been somewhat prone to lower shock bolt failure.

Many of you are already aware of the hardware issue faced here. It has mostly been a problem with bikes using Rockshox but has also affected a smaller # of Fox equipped bikes too. The oem hardware is undersized and can bend under hard riding.

The engineering team has designed new hardware to correct this.

Please note that all MY20 production and a very good portion of MY21 will have the older hardware. Not all older hardware will bend and not every bike sold will need hardware sent out. The purpose of this notice is to educate everyone on the differences in the hardware and to provide you with the details needed to sort out customers who are affected.

Old hardware consists of 2 shafts and 2 reducing top hats



New hardware is a solid 10mm thru shaft with 2 spacers and a fixing nut



Part numbers required for the fix:

913800-031 10mm thru shaft (1 per bike)

913800-032 Fixing nut (1per bike)

913800-033 Spacer washers (2 per bike)

Also required is 1 lower shock spacer kit per bike

Fox equipped bikes will use 1set 913800-034



Rockshox equipped bikes will use 1set 913800-035



All of the above parts are to be shipped to dealer at no charge using gl 6341006.

Dealer will need to remove old shock hardware and replace with new hardware.

Dealer should apply blue Loctite to the threads of the new 10mm thru shaft.



There is no labour credit to be applied here.

Any questions or concerns please reach out to,

Norco QC Dept/ Chris Mayo/ John McGaire