



DISTRIBUTOR NON-COMPLIANCE BULLETIN

Dear Norco distributor,

March 26, 2020

Please take note of a non-compliance issue with our Sight VLT 29 carbon and aluminium bikes. Some bikes may exhibit play in the lower shock mount assembly.

Note that there is no safety concern

ISSUE IDENTIFIED

Through dealer feedback and internal testing, we have found that some of our Sight VLT carbon and aluminium bikes have some play in the lower shock mount assembly. It has been determined that there is a tolerance issue between the various parts that make up the lower assembly.

Model year	Model/s affected	PO #'s affected
2020	Sight VLT C1, C2 and C3 29	All
2020	Sight VLT A1, A2 and A3 29	All

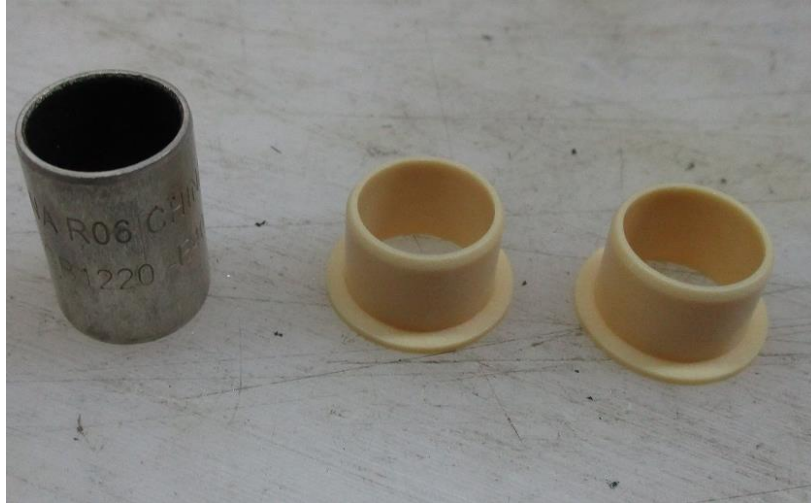
ACTION TO BE TAKEN BY DISTRIBUTOR

For bikes still in distributor warehouse work can be done before shipping bikes or replacement part can be put into carton with notice of re-work required. For bikes that have already shipped to dealer the notice should be forwarded along with a service kit at no charge to dealer

Work is quite simple and quick to perform once bike is assembled. 1 du bearing and 2pcs Igus bushings will be sent to distributor direct from Taiwan for each carbon and aluminium bike shipped to distributor

Please follow the steps outlined below to complete the installation of the service parts.

Service kit includes 1 du bearing and 2 Igu bushings.



Re-work procedure

Step 1,

- Remove shock from frame.

Upper shock bolts



Lower shock bolts



Step 2,

- Remove lower shock assembly from the shock.



Step 3,

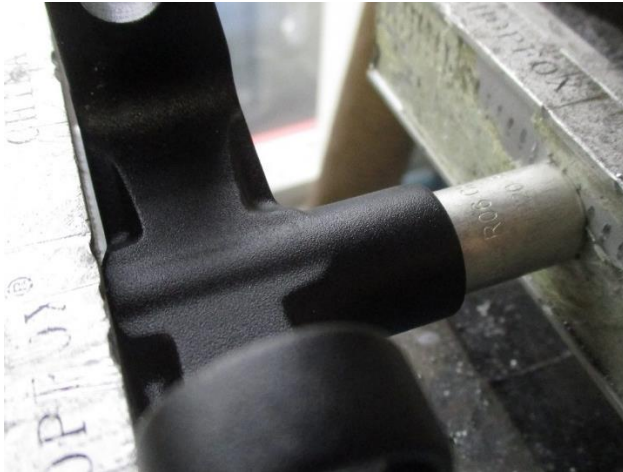
- Remove Iglas bushings from the lower assembly, both sides.
- It is possible that the original Iglas bushings can become damaged during removal. If this occurs make sure to use the new supplied Iglas bushings during installation steps.



Step 4,

- Install du bushing.
- Requires bench vise with soft jaws and 5mm tapered socket.
- Press bushing into recess of lower shock assembly until flush with the end and then use 5mm socket to press the balance to depth of 10mm.

Bench vise with soft jaws



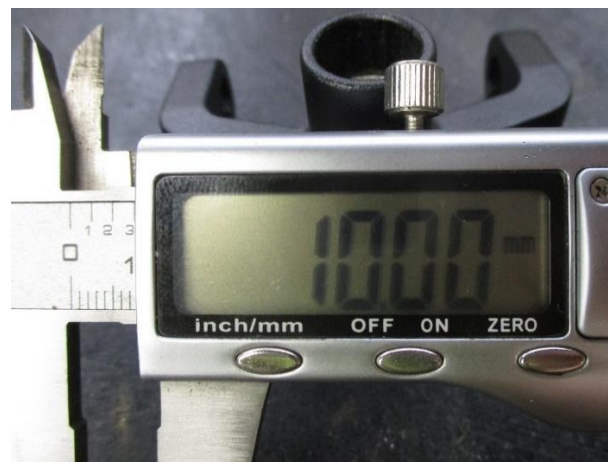
Tapered 5mm socket



Bushing depth (1)

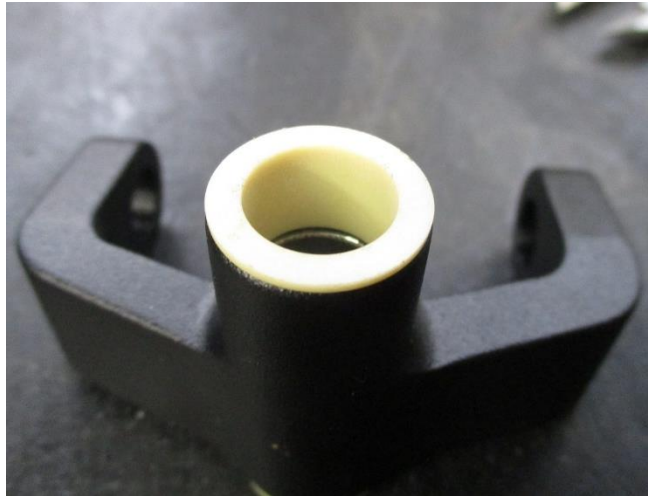


Bushing depth (2)



Step 5,

- Inspect original Igus bushing and only use if it is free of damage from removal process, if damaged make sure to use the new one supplied.
- Install Igus bushing, taking note of internal du bushing depth. Igus bushing must sit flush with top of lower shock assembly.
- A visible gap between Igus bushing and pressed du bushing should be present.

**Step 6,**

- Install shock into bike in reverse order of removal
- Make sure to torque all hardware to Norco's recommended specifications. Specifications are available on Norco.com.

If there are any questions or concerns regarding this notice please contact Norco QC Dept.

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Norco Bicycles