

SAFETY RECALL NOTICE

SRAM LLC is conducting a safety recall action for the clamp bolts on all 12 speed eTAP AXS Red, Force, Rival, and Apex shift-brake levers produced prior to July 1, 2023 that were sold as aftermarket sets; your bicycle may be equipped with one of these levers. SRAM has determined some these levers may rotate even after tightening the lever body fixing bolt. If the clamp bolt is inadequately securing the lever to the handlebar, it could result in a loose lever, which in turn could result in a crash.

INVOLVED PRODUCTS:

All 12 speed SRAM eTap AXS RED, Force, Rival, and Apex shift-brake levers which were not installed by a bicycle dealer on a new bicycle are involved in this recall. If your levers were on a complete new bicycle purchased at or installed by a bicycle dealer no action is required.

WARNING:

The shift lever is a main control point while riding a drop bar style bicycle. If the shift lever is not properly tightened to the handlebar it may slip or move when attempting to steer the bicycle or when going over a bump; this can lead to a loss of control and/or crash resulting in injury.

CUSTOMER ACTION:

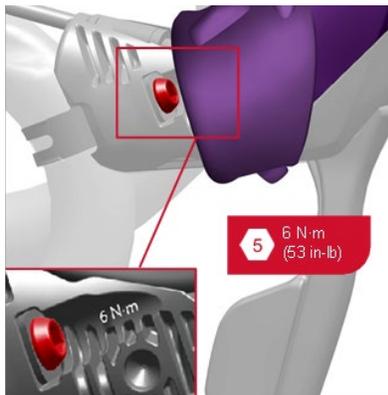
You should check the tightness of the shift brake lever installation by applying light pressure to the shift lever body, pushing toward the center of the handlebar on your bicycle. Do not forcibly rotate the lever body as this may damage the handlebar. If the shift brake lever rotates or slips when you apply the light pressure, stop riding your bicycle.

You can tighten the lever body clamp bolt using a torque wrench to 6 Newton-meters using a 5mm hex.

Both levers should be re-tightened using the following procedure:

1. Roll the rubber hood cover back to expose the lever body fixing nut as shown in the drawing below.

The nut is highlighted in red in the diagram.



Lever body fixing nut shown in red.

2. Using a 5mm hex wrench or socket bit, loosen the fixing nut 2 full turns. To reach the nut you may need to pull the front of the rubber cover back to insert the wrench underneath the cover.
3. Using a torque wrench tighten the fixing nut to 6N·m.
4. Repeat steps 2 and 3 an additional two times to remove excess blue thread patch from the lever body fixing bolt.
5. Loosen fixing nut 3 full turns and adjust lever to the desired position on handlebar and then tighten the fixing nut to 6N·m. Reposition hood cover on lever body.
6. If the shift-brake lever is not secure after the above procedure please visit an authorized SRAM retailer for further evaluation.

A video clip of how to perform the inspection and retightening process is [here](#).

If you are not comfortable performing this work or if you do not have the correct tools, please take your bicycle to an authorized SRAM dealer to have the clamp bolt tightened or replaced at no cost to you. You can find a local authorized SRAM dealer here: <https://www.sram.com/en/dealer-locator>.

If your shift brake lever does not rotate or slip when you apply light pressure, no further action is required. However, please always check your brake components before each ride and ensure that they are tightly installed.

SRAM appreciates the support of our riders for this action and regrets any inconvenience.

Thank you,

SRAM LLC