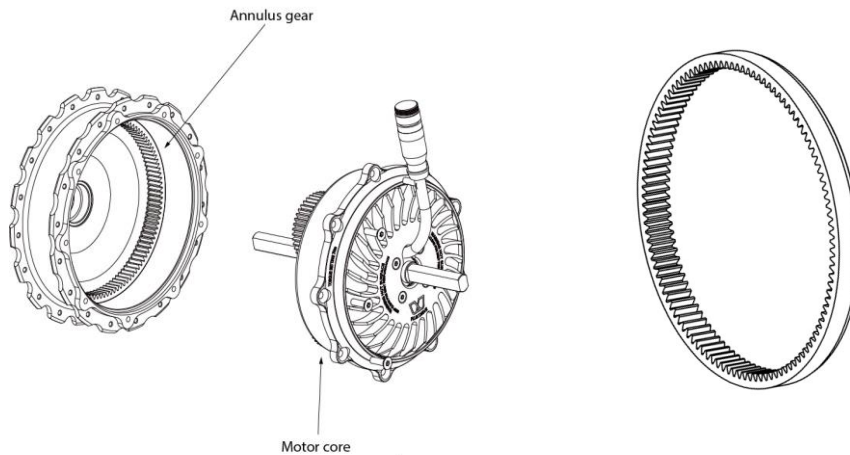


Annulus Gear Inspection – UBCO-CS-00017



Description:

This document accompanies UBCO Recall Campaign Bulletin **UBCO-CS-00017**. The below repair steps must be followed to verify the Annulus Gear securing torque.

Upon completion of this inspection on a customer owned bike, a motor service will be conducted, including replacement of the seals, bearings & grease (supplied as Recall Parts Kit (2X2-CS-00017)).

Tools required (in addition to regular motor service tooling):

- Annulus spec tool (2X2-STL-AGT-002)
- Pin punch or sharp centre punch.

Parts required:

- 1x Recall Parts Kit (2X2-CS-00017)

Contact info:

Email: support@ubcobikes.com
Phone: 0800 822 6292, option 2

Supporting Resources:

- Motor Service Video (YouTube) - [Motor Service video link](#)

Allocated Repair Time:

- New or Dealer Stock Bikes (inspection only)- **0.75hrs (45mins)**
or
- Customer owned bikes (inspection +motor service) **2.0hrs (120mins)**

Scan QR code for
Motor Service video!



Prior to commencing:

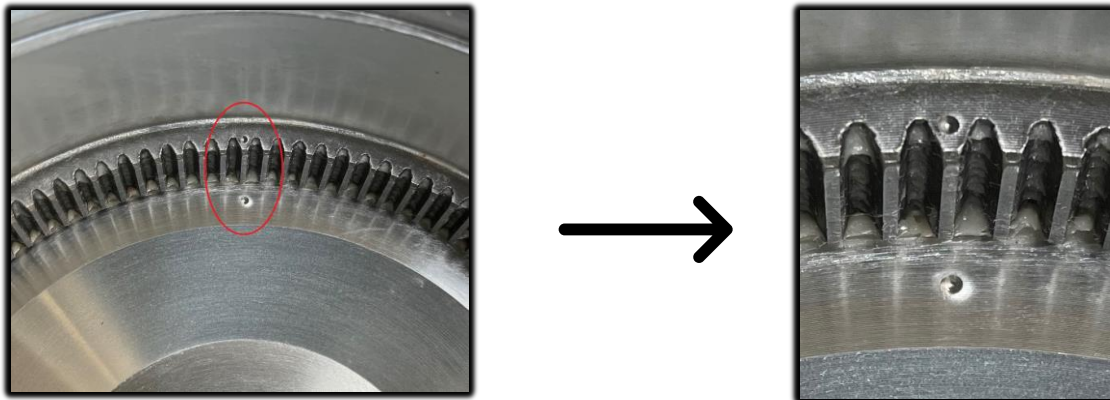
The UBCO Authorised technician must complete the following before proceeding:

1. Ensure that the UBCO Motor Servicing Video has been reviewed
2. Place the bike on a suitable stand and remove both wheels
3. Remove the motor cores from the wheel hubs, following the Motor Servicing Instructions (Resource links available on page 1)
4. Thoroughly clean existing grease from the motor hubs and Annulus Gears
5. Complete the following procedure on both front and rear hub motors

Instructions:

Step 1 – Marking the Annulus Gear and Hub Body

Using a pin punch or sharp centre punch, apply alignment marks to the Annulus Gear and Hub body as per the image below:



Step 2 – Securing the Wheel

Have a second person brace the wheel assembly against the floor and apply force in a downwards direction to prevent the wheel from turning while the torque check is conducted.



Step 3 – Torque Check

Using a calibrated torque wrench and the supplied Annulus Gear tool, apply a torque value of 100Nm (73.76 ft-lb) to the Annulus Gear in an **anti-clockwise** direction.



Torque is applied in a downwards direction

Step 4 – Inspection

Inspect the marks previously punched into the Annulus Gear and Hub Motor housing and confirm that **NO ROTATIONAL MOVEMENT** has occurred before continuing to step 5.



If rotational movement is noted, end this process now and contact your regional UBCO support team for further instructions.
support@ubcobikes.com or 0800 822 6292 (option 2)

Step 5 – Motor Servicing

Complete the motor servicing as per the Motor Service Instructions. Ensure that the seals, bearings, and Motor O-ring (included in the Recall Parts Kit) are replaced, and fresh grease applied



Step 6 – Fit wheels

Refit the wheels to the bike, connect and secure motor cables. Using Loctite 243, torque axle nuts to 90Nm (66.38ft-lb) and rear torque arm bolts to 22Nm (16.23ft-lb).



Apply Loctite and torque to 90Nm



Step 7 – Test ride

Test ride the bike, carefully listening for any abnormal noises.
Use the Service App to confirm that there are no stored fault, or caution codes.

Step 8 – Recall inspection form

Complete the provided inspection form with all relevant details, including:

- Bike VIN/PIN
- Motor serial numbers
- Owner details
- Inspection result
- Inspector's signature

This is imperative for recall completion tracking and warranty claim processing.

Final step- Submit the completed documents to UBCO

Submit the completed inspection form and labour invoice to your regional UBCO distributor for processing, following normal warranty processes.

If you have any questions about this process or need further assistance, please do not hesitate to contact UBCO support@ubcobikes.com or **0800 822 6292** (option 2)]

END OF PROCEDURE