



# Annulus Gear Inspection Campaign

**Bulletin ID:** UBCO-CS-00017  
**Date of Issue:** 29/03/2022  
**Bulletin type:** Safety Recall  
**Audience:** UBCO Service Agents & Authorised Repairers

## Background:

UBCO LTD are recalling all 2020 -2021 Adventure and Work 2X2 models sold into New Zealand due to a potential concern affecting the hub motors.

The Annulus Gear, a component of the wheel hub, may loosen during operation causing abnormal contact between the gear and hub motor. If this abnormal contact occurs while the bike is in motion, the affected wheel may seize, and a crash may occur.

## Affected Range:

This concern may affect 2X2 bikes within the following VIN/PIN ranges as below:

Vehicle Type:	VIN From:	VIN To:	Delivery Batch:	Total:
2X2 ADV Bike	6YAU1BAB1M6000004	6YAU1BAB8N6000695	D6→D9.1	181
Vehicle Type:	PIN From:	PIN To:	Delivery Batch:	Total:
2X2 Work Bike	A6UU1WBB0M6000005	A6UU1WBB2N6000515	D6→D9.1	188

## Overview:

The registered owners of affected Adventure Bikes will be contacted directly and advised to make a booking with their local authorised UBCO service agent for the recall work to be completed.

As not all affected 2X2 bikes are road registered, the concern has also been lodged with MBIE (Ministry of Business, Innovation and Employment) as per New Zealand product recall guidelines.

Dealers will be supplied with a “VIN checking” tool, enabling them to confirm if any stock/sold bikes are involved in this recall.

All affected bikes presented for other regular service/repairs should be inspected. Dealers are also asked to review their historic sales records and contact owners of affected bikes directly to arrange for the rework to be conducted.

The recall involves an inspection and torque check of the front and rear Annulus Gear, as well as a complimentary hub motors service for all customer owned bikes included as a “thank-you” to our valued customers. The motor service is not applicable to unsold, or dealer stock bikes.

The above re-work and motor service operation will be conducted at no cost to the owner.



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## Actions:

1. Authorised dealers and service agents will be supplied with a special “Annulus Gear” tool **(2x2-FTL-AGT-002)**, suitable for use with a ½ Inch torque wrench and an initial quantity of Recall Repair Kits, Part number: **(2X2-CS-00017)**
2. Upon receiving a repair booking, UBCO Service Agents should ensure that they have completed the 2X2 Motor Service Training before conducting the inspection as per the attached instructions, including completion of the Recall Inspection Form.
3. The completed and signed Recall Inspection Form should be submitted to [warranty@ubcobikes.com](mailto:warranty@ubcobikes.com) along with an invoice for:

### Customer owned Bikes (Annulus Gear Inspection + Hub Motor Service)

- \$150.00+GST (2.0hrs) following normal warranty claim procedures.

### Unsold/Dealer Stock Bikes (Annulus Gear Inspection only)

- \$56.25+GST (0.75hrs) following normal warranty claim procedures.

A handwritten signature in black ink that reads 'T. Greene'.

Tim Greene  
Technical Services Manager