

# VOLUNTARY RECALL OF THE STEM HANDLEBAR CLAMPS

Dear LOOK dealer,

We are writing to inform you that we will proceed to a recall and replacement of the clamp on the LOOK Aerostem.

The clamps are in compliance with all the existing norms, however we have had however few isolated cases of corrosion on some of the clamps that could lead to their cracking and we wish to replace them with new, more reliable ones in line with our latest technology.

The clamp is mounted on the gloss or matt varnish Aerostem. These LOOK stems have been commercialized on 695 Aerolight and Light sold from July 2013 to December 2016 and on the 795 since the 2015 range.

Please find below the required steps to prepare the recall :

1. Please verify your stock of Aerostem clamps and verify the compliance following the instructions described below.
2. Make sure the information poster attached in this email is displayed in a visible place in your store in order to enable the customers to see it and to detect the affected stems.
3. You might receive customers who did not buy the product in your store (pre-owned, or purchased in another store, etc). Please inform us on the name of the dealer that sold it or the serial number to identify the delivery.
4. We will ask customers to bring their bike to one of the authorized dealers for this recall and the list of the dealers will be available on our website [LOOKCYCLE.COM](http://LOOKCYCLE.COM) once the recall is announced.
5. No proof of the purchase or warranty certificate required will be necessary for this recall, all the stem handlebar clamps identified as affected can be replaced in the recall campaign.
6. A certificate of rendered Service must be completed and signed by the end customer. This document is attached with the message. We kindly ask you to send the clamps in proper packages to your LOOK distributor.
7. Beware of the counterfeit stems. If you have any doubt on the product origin, please be so kind to send a picture of the stem to our After-Sales Service for verification. Do not replace any clamp following the instructions described in the step 1: Identification of the affected model.

The security and the satisfaction of our customers remain our highest priority. Thank you for your help with our customers.

We most sincerely apologize for the inconvenience.

Yours Sincerely ,

After Sales Service  
LOOK Cycle International

## Step 1: IDENTIFICATION OF THE STEM MODEL



Carbon AEROSTEM 1.5K gloss or matt varnish. Length from 80 to 130 mm

## Step 2: IDENTIFICATION OF THE STEM HANDLEBAR CLAMPS



photo 1



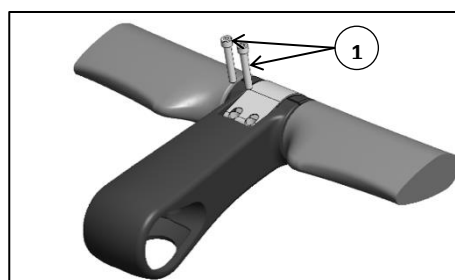
photo 2

Clamps without number (photo 1) or with a number 380706 (photo 2) are affected with the replacement.

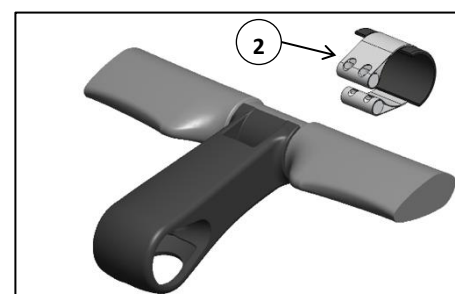
Clamps with numbers other than 380706 are not affected by the replacement. The number is under the clamp.

## Step 3: DISASSEMBLY OF THE CLAMP

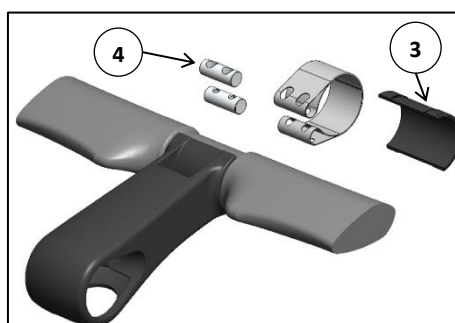
Unscrew the two screws ① using a 3 mm Allen key and remove them.



Remove the clamp ② while holding the handlebar to prevent that it falls down.



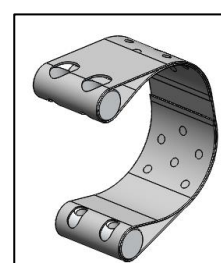
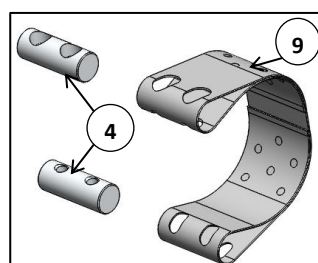
Remove carbon cover ③ and two barrels ④



## Step 4: MOUNTING OF THE NEW STEM CLAMP

Insert the barrels in the new clamp ⑨ and wait for the next step.

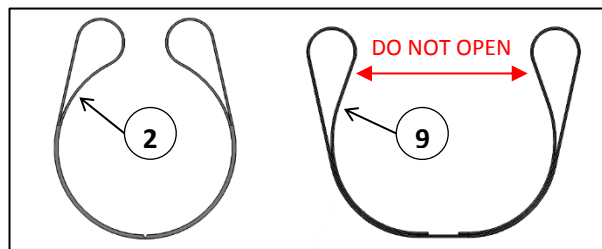
**Tip:** To avoid any movement of the barrels in the clamp housing, you can put a little amount of grease on the barrels.



**WARNING** : Do not open the new clamp ⑨.

The new clamp ⑨ has a bigger opening than the old one ②.

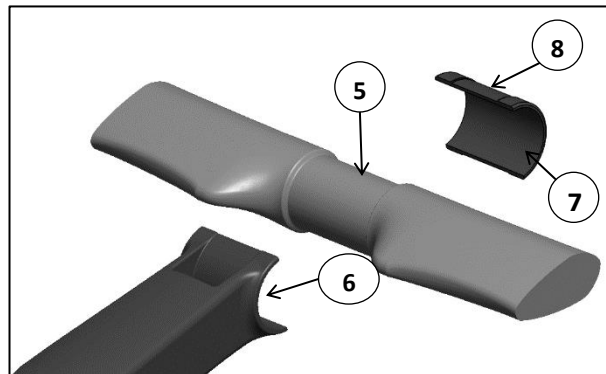
This modification enables an easier placement of the clamp on the handlebar and the stem.



Remove the grease with isopropyl alcohol from the central part of the handlebar ⑤ as well as from

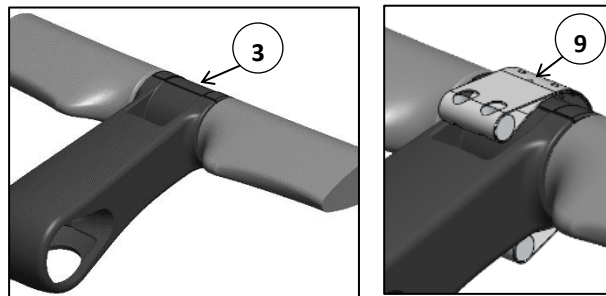
- The front surface of the stem ⑥
- back surface ⑦ of the carbon cover ③
- front surface ⑧ of the carbon cover ③

Apply the Liquid Torque provided in the kit on the surfaces ⑤, ⑥, ⑦ and ⑧.



Place the handlebar in the stem then place the carbon cover ③ on the handlebar.

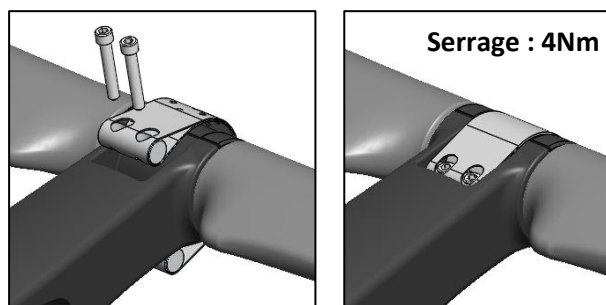
Take the clamp ⑨ with the barrels and place it on the carbon cover ③.



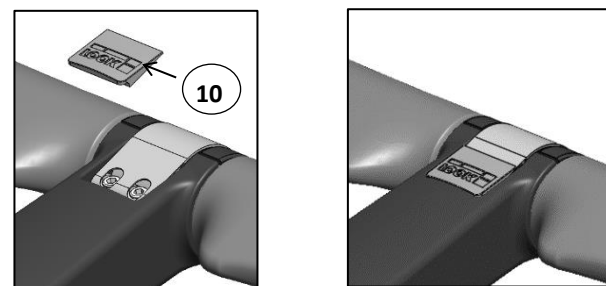
Grease the screw thread ① delivered in the kit and progressively screw to a torque of 4 Nm.

Clamp's form and its rigidity require a certain vertical pressure to grab the first threads of the screw.

*Tip:* To easily orientate the barrels, use the 2.5mm Allen key to hold the barrel on one side while you screw on the other side.



Position the magnetic cover ⑩ on the clamp assuring it is aligned with the continuity of the stem.



In addition to the assembly information, please check out the following links:

AEROSTEM user manual :

<http://81.252.49.226/files/notice-aerostem.pdf>

Product assembly video FR

<https://www.youtube.com/watch?v=41cg5kLvMZI>

Product assembly video EN

<https://www.youtube.com/watch?v=y2-vzRvf9Yg>