

19th June 2017

Subject: New date for replacement fork delivery regarding the Haibike XDURO Race, Superrace and Urban model recall

Dear dealer,

Contrary to our intention to provide a replacement fork beginning of June, quality is our top priority in this sensitive issue.

Therefore, we have decided to set an additional loopback in the production. This extra test procedure causes another delay of approximately two weeks. This measure is necessary in order to ensure consistent and high quality for all our products.

Hence, we anticipate starting the delivery to retailers on 3rd July, 2017. The fork shipping will be processed with highest priority. However, we will not be able to send all forks at once.

We do know that this additional and unforeseen delay is further worsening the already tense situation. Nevertheless, we as producer have the obligation to focus on safety first, even though this means that this further increases your anger, and deservedly so. Please be sure that we are doing everything we can to provide replacement forks as fast, but foremost as safely as possible.

We hope to have acted to the benefit of all involved parties. Thank you for your understanding.

Kind regards

Your Haibike team