

Subject:

Ekar sprocket cassette spacer update

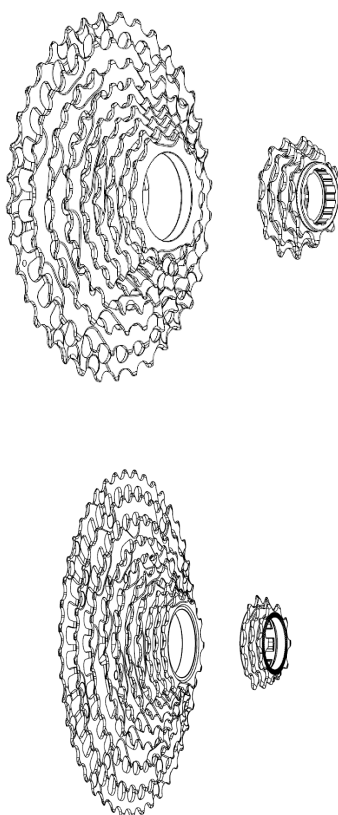
Dear Customer,

We are writing to you about the Ekar groupset and its sprocket cassette.

INTRODUCTION

It is possible that there is a slight, sporadic creaking noise from the cassette of the Ekar groupset, particularly when pushing on the pedals. This noise does not affect the functionality or safety of the cassette.

This is more likely to happen when the rear derailleur is positioned in the sprockets next to the area where the two parts of the sprocket cassette come into contact, so for the **9-36 and 9-42** sprocket cassette in the 4th and 5th sprockets (the 1st being the smallest sprocket). In the **10-44** sprocket cassette in the 3rd and 4th sprockets



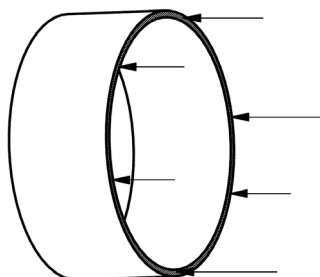
CAUSE OF THE PROBLEM

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The cause of this problem is the **spacer** between the sprocket support and the largest sprockets of the sprocket cassette.

It is possible that the contact surface is not perfectly flat so that noise is generated due to relative movement between sprockets - spacer - support.

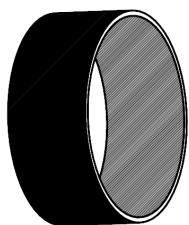


PROCEDURE TO RESOLVE PROBLEM

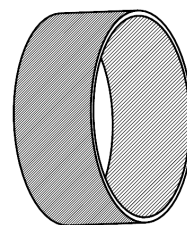
An **immediate, but temporary, solution** may be to close the sprocket cassette locknut to a higher torque than indicated on the locknut itself, i.e. **60 Nm**.

The **definitive solution**, however, is to replace it with a spacer featuring a perfectly flat contact surface.

To this end, upgraded spacers that can be recognised by their **grey** colour have been produced to replace the black spacers that may cause the above-mentioned noise.



Current

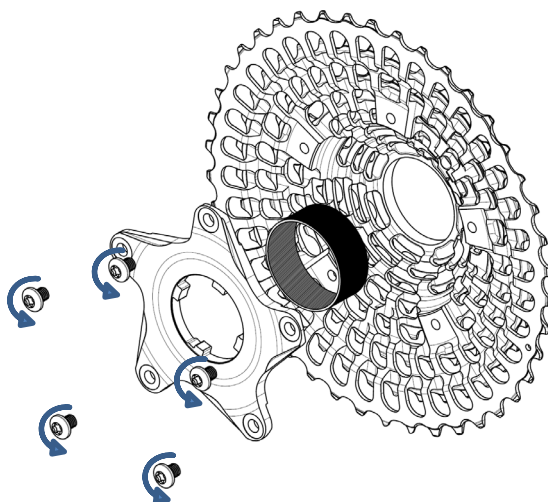


New

A replacement spacer has also been created, part number **R7160440**, which can already be ordered.

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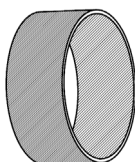
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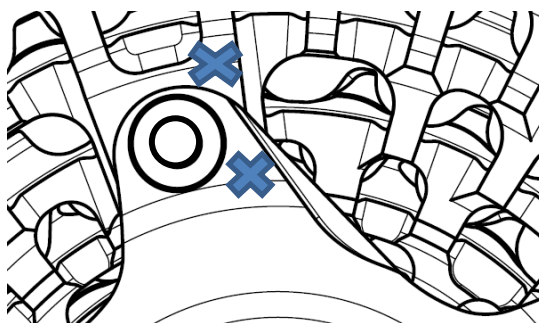
4. Remove the **black** spacer under the sprocket support



5. Engage the new **grey** spacer



6. Reposition the spider in accordance with the position marked in point 2



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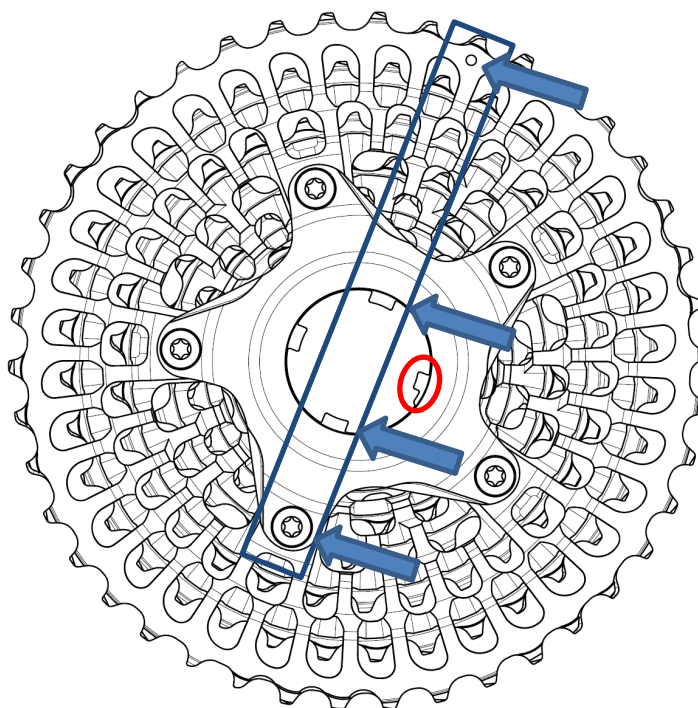
Alternatively, to align the support with the sprockets correctly, you can refer to the locating hole in the largest sprocket (found on all sprocket models).

The following parts:

- the screw
- the two identical teeth of the body engagement close to the special tooth
- the reference hole on the surface of the largest sprocket



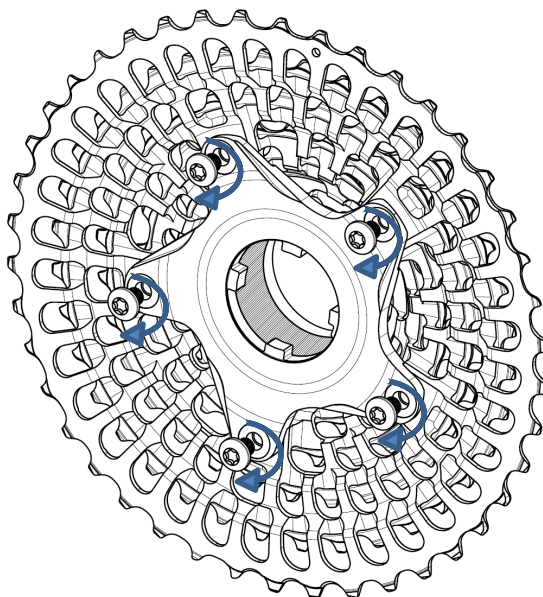
must be aligned as shown in the figure below.



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7. Tighten the sprocket support screws to a torque of 8-10 Nm



8. Refit the sprocket cassette onto the FW body, tightening the locknut to the torque indicated on the locknut itself.

Best regards,

Customer Care and Product Behavior