



TECHNICAL SERVICE BULLETIN #164

May 22, 2023

Provided By: e*thirteen Technical & Engineering Dept.

Direct Questions To: support@ethirteen.com

Helix Steel Cluster Heat Treatment Issue

THIS TECHNICAL SERVICE BULLETIN IS INTENDED FOR:

Distributors, dealers & end-users

PRODUCT INCLUDED

- STEEL sections of Helix Plus and Helix Race complete cassette SKUs and service part steel cluster SKUs of specific production date codes listed below.

e*thirteen part numbers and impacted production date codes (See photo below for date code location ID):

Impacted PN	Description	Impacted Date Code
FW2HPA-100	Helix Plus 9-50	360 ~ 490
FW2HRA-100	Helix Race 9-45 Intergalactic	420
FW2HRA-101	Helix Race 9-45 Grey	420
FW2HRA-102	Helix Race 9-50 Intergalactic	380 ~ 420
FW2HRA-103	Helix Race 9-50 Bronze	380 ~ 420
FW2HRA-104	Helix Race 9-50 Eggplant	380 ~ 420
FW2HRA-105	Helix Race 9-50 Naranja	380 ~ 420
FW2HRA-118	Helix Race 9-52 Intergalactic	380 ~ 420
FW2HRA-119	Helix Race 9-52 Bronze	380 ~ 420

FW2HRA-120	Helix Race 9-52 Eggplant	380 ~ 420
FW2HRA-121	Helix Race 9-52 Naranja	380 ~ 420
FW2HRA-122	Helix Race 9-52 Grey	380 ~ 420
FW2URA-107	Helix Race 9-50/52 Steel Cluster	380 ~ 420
FW2URA-112	Helix Race 9-50 Grey	380 ~ 420
FWS20-117	Helix Plus Steel Cluster	360 ~ 490
FWS20-120	Helix Race 9-45 Steel Cluster	420

PRODUCT NOT INCLUDED

- Alloy portions of complete cassettes or individual service SKUs for alloy cassette sections
- Steel portions of Helix Plus and Helix Race cassettes from production date code batches other than those listed above
- Helix 13-52 Cassettes
- TRS+ and XCX cassette models

BACKGROUND

- e*thirteen has identified specific production batches of steel cassette portions on Helix Plus and Helix Race models which were improperly heat treated. Steel portions of cassettes with the production date codes listed above may experience tooth breakage or sectional cog failure under normal use.

RESOLUTION

- e*thirteen will replace impacted steel portions of cassettes listed according to our warranty policy.

KEY POINTS

- Only the **steel portions** of the cassettes of the noted production batches and models are impacted.
- e*thirteen is making every effort to limit the quantity of these cassettes that reach the market by working with distribution and retail partners.
- Riders with impacted cassettes should file a warranty claim via support.ethirteen.com to have their steel section replaced with a properly heat-treated part.

DATE CODE IDENTIFICATION

- The production date code can be found laser etched on the largest cog of the steel cassette section as shown in the image below. Date codes are in the form of 2 numbers and a letter; in the example below, 38 + 0:



About e*thirteen:

A global organization of expert designers, engineers, developers, manufacturers, marketers, sales teams, and customer service players, e*thirteen builds bold, best-in-class bicycle solutions. After 20 years of building unique solutions across a variety of industry needs, e*thirteen leads by providing bike retailers and riders with high-performance products with one goal – fearless engineering for the best and most reliable ride.