

## CERVELO ISSUES THREAD

Answer to Question Q33576: Great bike, terrible shop, unresolved issues...

9/19/2014 The following is the answer to your question of 18-Sep-2014 17:26:30.

### Question:

Hi! My boyfriend and I bought a beautiful S3 Ultegra this summer, but had a horrendous experience with Pacific SBR in Stamford, CT. I'd like to send you the full writeup, which I'll be posting online, but after four visits of their not knowing the product (information or mechanics), unbelievable condescension, and unresolved issues with the bike, I won't go back. They aren't doing you any favors with all this bumbling, either. Anyway, what I'd really like is to have the bike properly tuned, and a "clack" noise with each rotation of the pedals (comes and goes, usually more at beginning of ride and out of seat...frame? crank?) taken care of--and if I could come out of this with a new favorite shop, I'd be thrilled (I'm in NYC but haven't found a place to love yet). This was a major purchase for me, and I'd like to be as happy as I should be with this beauty. Can you help me? Thanks, Sandy York

### Answer:

Hello Sandy,  
Thank you for contacting Cervelo with your feed back and very sorry to hear of your negative experience at Pacific SBR. Pacific SBR is usually a very good representative of the brand. Please do send us a copy of your writeup. There are many other Cervelo dealers to choose from. I am sending you a link to the Cervelo dealer locator.

<http://www.cervelo.com/en/find-a-retailer.html>

Sincerely

Shawn [sarmstrong@cervelo.com](mailto:sarmstrong@cervelo.com)

9/20/2014

Thanks, Shawn. It was a really bizarre, really miserable, really unacceptable experience; I've attached the lengthy writeup. Really, it takes a lot to motivate me to call out a place out like this--it was that bad.

I saw your list of retailers but SBR is on there, too, so I was hoping for a more specific recommendation, and some kind of arrangement where I can have the fine tuning and mystery noise addressed without further cost. We've already spent a lot of money (not to mention time and energy), and these are issues that should have been taken care of easily and months ago. Every time I ride, these things remind me of the aggravation of buying the bike, and I'd like to move on to the joyful part of owning a Cervelo.

Best, sandy

9/20/2014

Hi Sandy,

Thank you for sending a copy of your writeup. It is very informative. I have forwarded it to the members of our sales management team. I can assure that SBR will be spoken with. I would recommend going to Greenwich Bicycles. I have been assured by our sales management that they are a solid shop and will be able to care for your needs.

9/22/2104

Thanks, Shawn. Yeah, it was really miserable, go figure.

I mentioned in my first email (but that was a lot of words ago, I know...) that I actually live in NYC now and think it would be best to have a relationship with a shop here for regular maintenance, although I know that Rob runs a good place in Greenwich (wish I'd gone there... I hesitated to buy in NYC because I couldn't quite wrap my brain around being able to test ride in NYC, even though I know it happens).

Sid's on 19th? I'd appreciate it if Cervelo would arrange something with them or another Manhattan shop you trust and love so that I won't have to lay out even more money to have things addressed that should have been included with the purchase, but that SBR was unable (tuning) or unwilling (frame/crank noise) to handle. I don't imagine they'll take much time (the random hero of my last Pacific SBR visit got it tuned \*much\* closer to where it should be; I can't guess on the mystery clack issue), just knowledgeable attention.

Thanks again, sandy

[back-and-forth chitchat about Ironman, Sid's, etc...]

10/20/2014

Hey--the gang at Sid's was terrific, Jon Tumas knew me immediately, Brian spent a good deal of time fixing Pacific SBR's messes (I hope you get the full rundown from them), and I've only ridden home from the shop so far, but it's SO much better and I'm sure will be entirely perfect when I get to ride for real. Thank you, thank you, thank you!

Hope you (and especially the P Series) have a great weekend and that you get a little downtime in HI when the madness winds down!  
Best, sandy

Hi Sandy,

That is great to hear. I happy for the good news.

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9/13/2017

Hello, Shawn! I hope this finds you very well, and gearing up for another trip to Hawaii!

Writing because I'm so frustrated with the Cervelo I got in 2014 (a while back, I know). After you guys and Sid's took great care of me and the bike, I had about three months of riding without the bottom bracket clacking noise, and then it came back and has never been resolved. I went back to Sid's and they adjusted it again, and it was better but never gone. In 2015 I went in five different times trying to get rid of it (no luck), then was out of town for a long time and unable to ride enough in 2016 to get motivated to try again...I just tried to ignore it. I recently got a proper tuneup and asked them to focus on that specifically, then went back because it was still happening (and the gearing wasn't tuned properly, which has happened before). I think they can't properly test ride it in Manhattan (and this usually only happens going up an incline) and are tired of hearing from me/maybe not believing me? They seem like they know what they're doing...?

I finally had the genius idea to try recording it while riding (attached, skip the first 50 seconds). I wasn't sure it would come out clearly, but it's audible in the recording (and I forgot to give my chain the pre-ride lube it wanted—did it after). I'm hoping you may have some suggestion or know that a wizard Cervelo rep is coming through New York City or...I don't know what. This bike is breaking my heart; I so much want to love it--and it was a huge investment. I don't know if I have a lemon or if it was put together incorrectly initially or what, but I'm having a pretty bad experience.

Thoughts?

Thanks,  
s

Hi Sandy,

I am very sorry to hear of the trouble you are having with the bike. I will be meeting with all of our sales reps and customer service people over the next and will be able to discuss it with them. Sorry, I won't be in the office for a while. I will get back you as soon as I speak with them.

...continued...

TAMMY O'BRIEN TAKES OVER FROM HERE  
9/18/2017

Hi Sandy

Thanks for reaching out to Shawn. He is no longer in the Customer Service Department so he has forwarded your email to me. I reached out to Sids and let them know that you were still experiencing noise from your bottom bracket. I suspect that you may have a faulty Rotor crank and have reached out to Sids to go through this with them. They indicated that you can bring your bike in to them at any time and that it is no issue. I want to apologize that this seems to be taking us some time to figure out, but we are dedicated to figuring this out for you.

Thank Sandy

Tammy **Tammy O'Brien** | Global Customer Service Manager

Thanks, Tammy! Yeah, it would have been nice if Sid's had contacted you when I kept returning with the same problem so you'd have had that to add to your data and the whole thing could have been resolved years ago, possibly for others, too. Ah, well. I'll be thrilled when it's quiet...

Best, s

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6/12/2018

Hi, Tammy~

I hope this finds you well and riding to your heart's content. It's been very nice to finally have a quiet bike these past few months, after years of noise and useless, time-consuming trips to the shop. Unfortunately, I now have another crazy issue. *A chunk of my fork broke off* when putting the front wheel back on after changing a flat! I was stunned. I'm insanely careful and gentle with this bike; it's the most expensive thing I've ever owned. I've always been careful with my bikes and have never had anything like this happen. I've never banged the fork or set it down without a protective lining--you can see from attached pics that the paint on the fork ends is unscathed. I'm now terrified that the whole bike is unsound (terrible issues with the shop I purchased it from--it was my test ride, they failed to tune it, turned out to be misassembled, and I wonder what else it went through before my purchase). This bike is breaking my heart, again--please tell me this is something Cervelo can resolve.

Best, Sandy

Hi Sandy

I'm sorry to hear about your fork. The best I can do for you is to have you visit a local Cervélo retailer in order for them to start a claim on your behalf. Please ensure you bring a copy of your proof of purchase as this will be required in order to process your claim. Once the shop sets up the claim and send us photo's the team here will make an assessment on the claim. Please ensure you bring your bicycle to the shop so they are able to take photos as the ones you sent to me aren't as clear as we would need them to be.

Thanks, Tammy. I was able to drop it off with Ian and Ed, and was told that Simon would handle the situation. Still can't quite believe it happened and that my bike is in the shop again.

I look forward to hearing from you when they've sent you the claim.

June 13, 2018

I will not be directly involved with your claim as I oversee our global customer service. The best course of action anytime you have any issues with your bicycle is to always visit your local Cervélo retailer. They will always have the most up to date information and will be the ones to communicate any information with you.

Thanks, Tammy. Yes, usually I'd head to the bike shop first. But that's how the noisy crank took *three and a half years* to resolve, since the dealer didn't have up-to-date info about the crank (or didn't look for it?). If I hadn't gone to the source, it wouldn't have ever been fixed. This is the first bike I've had in my over 30 years of adult cycling that has had issues beyond what a tuneup would solve, and I truly hope this is the last issue.

Thanks and safe riding (I'm assuming you ride...), Sandy

June 21, 2018 correspondence from here with OWEN GERRARD (after Claim #RMA 20180613D768 via Sid's bikes was rejected)

Hi, Owen~

We spoke earlier today; I've compiled all my documentation (start with the "Cervelo Issues Thread" document--it's the conversation I've had with Shawn Armstrong and Tammy O'Brien over the years...figured easier for you than just forwarding the long thread). I've had this bike for just under 4 years and it has functioned properly for less than one of those years. And now the fork has chipped--as I was carefully replacing the wheel after fixing a slow-leak flat (on a cushy rug). This bike has been nothing but coddled. It has never been on a roof (or any other) rack, never been stacked with anything, never touched a rough surface (none of the other ends are damaged in the least). The only people who have ever replaced a wheel are me (always gently) and Cervelo dealers. It's never been in an accident. This is the most expensive bike I've ever owned by far and the only one I've had any problem with, let alone multiple problems, hassles, and time-sucking scenarios. The crank situation would have been caught in a timely fashion if Cervelo had a policy to alert its dealers to known issues as they are discovered or if the Cervelo dealer, after a customer came in repeatedly, repeatedly, repeatedly with an unresolved problem, contacted Cervelo to see if there were a known issue. Neither of those things happened. I'm hugely disappointed, to say the least, and think that perhaps Cervelo might take all of this into consideration and honor their warranty. The claim that was rejected is number RMA 20180613D768.

Thanks,  
Sandy

June 27, 2018

Hi Sandy,  
Sorry for the delayed response. We are quite busy at the moment.

When we evaluate warranty claims we look for potential defects in our manufacturing process. We work as a team and look to identify issues that can result from the manufacturing process. We have clear and established parameters for this. Particularly with bikes that we have both tested extensively and seen in the field extensively. These dropouts are extremely strong. Though I am complete uncertain of what specifically caused this with your frame, I can say with certainty this is not consistent with a defect in our manufacturing process.

I understand that the decision in this claim is not ideal, however it is the one we have come to.

**Owen Gerrard** | Customer Service Technical Support

June 28, 2018

Well, Owen, that's unacceptable. The dropouts generally SHOULD be strong and I would HOPE this isn't consistent across bikes--THAT'S THE POINT. This bike has experienced zero "improper assembly, improper maintenance, installation of parts or accessories not originally intended for use with or compatible with the frame or bicycle sold; accident, misuse, abuse or neglect; nor any modification of the frame or its components," (per your warranty) unless the dealer accomplished any of these things during one of the too many times I've had to leave the bike with them. Saying my claim is "not consistent with a defect in our manufacturing process" makes no sense--that would indicate a recall situation across all the bikes of that model (it would have been nice to have the known crank issue resolved 3 years earlier, thanks), not an unusual problem that would be covered by the warranty.

Of all the bikes I've had and loved, I've never even had to contact customer service, but the internet tells me I'm not alone in my disappointment (infuriation, now) with Cervelo--the S3 was four times more expensive than any of those previous rides, and a million times more problematic. I will formally let the highest-ups know of the multiple failures here. I'd be horrified if a company I built had a customer with this history with one of my products.

June 29, 2018

Sandy,

While I understand that you disagree with this warranty claims out come. I would like to, for one last time, impart on you that the damage to your fork is not consistent with a defect in manufacturing. I believe you have an offer the information available to make an informed decision of repair.