

DECATHLON recalls Btwin SD500E et MD500E

SD500E DARK GREY AQUA BLUE 25km : code article 5177606

SD500E DARK GREY AQUA BLUE 20km/h: code article 5244742

MD500E BLACK LIGHT GREY 25km : code article 5234673

MD500E BLACK LIGHT GREY 20km/h: code article 5263834

Sales period concerned: from September 1st, 2024, to June 15th, 2026



Why is this product dangerous?

We have identified that these electric scooters have a safety defect. Intensive use can lead to the appearance of a crack at the junction of the frame and the stem. This defect can lead to the rupture of this junction, creating a risk of the user falling.

What should I do?

Immediately stop using the scooter subject to this recall.

Please visit the dedicated website at the following link and enter the requested information:

<https://decathlonrecallsd500emd500e.fandi.fr/> or via this QR code.



Remedies available to consumers

A repair solution has been implemented by our teams. It consists of adding a reinforcement at the junction. A repair kit and instructions will be sent to your home so that you can secure your scooter. This kit will be sent to you free of charge, and its assembly is simple and fast.

Following the entry of your information on the site, we will contact you within a maximum of 20 days to define the date from which the repair will be possible. Please know that everything will be done to reduce these delays to satisfy you

Contact

Our customer relations centre is available to answer all your questions on:

Phone : 032 756 70 70

Monday to Friday: 9 am to 6 pm / Saturday: 9 am to 12:30 pm and 1:30 pm to 5 pm.

Thank you for your understanding and we apologise for any inconvenience caused.

Spread the word: Tell your friends and family about this recall !

Please share information regarding this recall, particularly if you are aware that the affected product has been gifted, loaned, or resold to another person

Display until : 12/29/2026