

# FAQ - 2022 Rail

## **What is different about the frame compared to previous versions?**

Rail 9.7 and below use the same frame as previous models.

Rail 9.8 and up have new frames with:

- Slash-inspired geometry – 64.5-degree head angle and longer reach
- Bigger 1.8" head tube and 34.9mm seat tube
- Capacity for larger 750 watt-hour battery

## **Do any frame sizes feature curved top tubes for lower standover?**

The size S on the carry-forward frame has a very slight curve in the top tube. The size S in the new frame does too, and it comes with a 625wh battery as there is not enough room in the downtube for the bigger 750Wh battery. However, smaller riders do tend to use less battery. The S in the new frame will be available later in 2022.

## **What is the maximum tire size?**

29x2.6"

## **Is it compatible with other wheel/tire sizes?**

The carry-forward frame is only compatible with standard-width 29er wheels/tires.

With the Mino Link in the high position, the new frame on Rail 9.8 and up is compatible with a 27.5" rear wheel for riders who want more butt-to-tire clearance on steep descents or more agile rear wheel handling.

## **How much dropper post insertion does the frame have?**

Carry-forward frame on 9.7 and lower: S – 220mm; M – 230mm; L – 260mm; XL – 300mm

New frame on 9.8 and up: S – 230mm; M – 230mm; L – 260mm; XL – 310mm

## **Are these bikes tubeless compatible? What additional parts are required?**

Rail 7 and up come with a complete tubeless system including sealant, strips, and valves.

Rail 5 includes tubeless tape but requires sealant and valves (546195)

## **Does it have any accessory mounts (kickstand, racks, fenders, lights)?**

All frames still have a rear kickstand mount.

## **What is the maximum fork axle-to-crown and/or travel?**

586mm (170mm travel)

## **In which Mino Link position does the bike ship?**

All Rail models ship in the Low position.

**What size hardware is required for aftermarket shocks?**

Pin hardware – 54mm x 10mm upper and 40mm x 10mm lower.

**Which version of Knock Block does it use?**

Knock Block 2.0 with 72-degree steering radius. It is compatible with the infinite-radius chip, but we strongly recommend using the Knock Block chip to protect the Kiox display mounted on the top tube.

**Are all sizes compatible with a water bottle?**

The M, L, and XL sizes will take a water bottle. However, the S will only work with the Bontrager Voda 15 water bottle. Models with AirWiz in a size S are not compatible with a bottle at all due to AirWiz clearance.

**What is the rear brake mount? Max rotor size?**

180mm direct mount. Up to 203mm with correct adapter.

**Are previous frames compatible with the new 750 watt-hour battery?**

No.

**Are any of the new Bosch smart system components backwards compatible?**

No. The new smart system motor, battery, charger, display, and remote will not work with previous generation components.

**Are spare keys available?**

Yes. Spare keys are available through the lock manufacturer, ABUS. They'll need the key code printed on a card that's included with the bike. The key code is also stored in the remote and can be accessed by an authorized retailer in the Diagnostic Tool 3, or by the rider using the eBike Flow app.

**What is the range?**

Range depends on many factors, but on average, the range will be up to 80 miles or 129 kilometers in Eco mode. To calculate an approximate range based on factors such as rider weight or terrain check out Bosch's handy range calculator here: <https://www.bosch-ebike.com/en/service/range-assistant>

**How much power or torque does it have?**

Like the existing Rail, the new Rail with the Bosch smart system has 85Nm of torque for instant acceleration.

**Is it compatible with Range Boost?**

No.

**Does it have wiring for lights or other electronic accessories?**

It does have a pre-installed wire for a headlight. See frame diagram for exact location and routing.

### **How long does it take the battery to charge?**

The compact and lightweight 4A Charger takes six hours to fully charge the battery, and just over two hours for a 50% charge. Previous generation Bosch chargers are not compatible with the new smart system batteries.

### **Are software updates still required to be performed at the retailer?**

No. The new Bosch smart system will do updates “over the air.” The new Rail with Bosch smart system is regularly upgraded with new functions and always remains up-to-date – thanks to updates via the eBike Flow app.

### **How often will over-the-air firmware updates be scheduled? Can riders revert back to a previous version if they don't like the update?**

There will be multiple firmware updates per year. Updates on bug fixes and improvements in system efficiencies cannot be reverted. Some updates on feature changes are reversible, for instance, riders have the ability to revert from having eMTB mode back to the standard four support modes.

### **Is there an app with the new Bosch smart system?**

Yes! The Bosch eBike Flow app gives both iOS and Android users access to numerous functions, integrates other apps such as Apple Health and synchronizes activity data automatically. The Flow app can now easily receive updates 'over the air' keeping your bike and app always up-to-date and with the latest features.

### **Does your phone need to be physically connected to the bike to take advantage of the features?**

No. Get on, start pedaling and the smart activity tracking of the eBike Flow app is activated — regardless of whether the smartphone is in your pocket or attached to the handlebars. Thanks to the in-pocket feature, you can keep your cockpit reduced to the essentials.

### **Is there any Trek customization within the eBike Flow app?**

Yes. The eBike Flow app can recognize your Rail bike, customize the app display and help you find local Trek retailers. In addition, there will be additional features unique to Trek in the future. Your over-the-air app updates will include these features.

### **Can I customize the assist levels within the eBike Flow app?**

Yes. The eBike Flow app offers user-defined assist modes. Support-percent and support dynamic can be adjusted, while speed and max torque can be reduced (useful where speeds are restricted or with new riders that need to build experience at lower speeds/torque).

### **Is there a diagnostic tool for retailers?**

The DiagnosticTool 3 enables trained Bosch retailers to quickly read out and rectify error messages. In addition, using a detailed maintenance log from the DiagnosticTool 3, cyclists can be provided with a detailed eBike diagnostic report for a comprehensive overview of the service performed.

**Which models feature the TyreWiz and AirWiz? What do they do?**

Rail 9.9 models feature these easy-to-use air-pressure setup tools. TyreWiz monitors your tire pressure while AirWiz monitors your fork and shock pressure. Set the desired pressure in the SRAM AXS app and then just check the lights before each ride. Red means you need a pump. Green means go ride.