

RECALL NOTICE



At Syntace we don't hide anything...

We are recalling stems, model Force 99 – from the first production run, up to production code 45.04, and will replace them with the probably safest stem in its class.

Syntace has developed a new testing procedure and found that after prolonged use, a few of the Force 99 stems (from these first production runs) can develop cracks. There are three reasons for this phenomenon, called "stress cracks" in technical lingo:

1. General stress corrosion of aluminum materials
2. Over-torquing bolts (by not using a torque wrench), which can preload the clamp area too much--causing high, permanent tension stress for thousands of hours.
3. Contact with a corrosive, such as air which contains salts, possibly accelerating stress corrosion.

Currently, we have no knowledge of accidents with serious injury from this problem. Nevertheless, with your safety in mind, we wish to perform a voluntary recall and exchange. Our goal is to only have 100% safe Syntace products in use.

We will replace affected parts with an optimized version that has been subjected to improved quality controls and new, improved testing standards.

*more about stress crack corrosion and the testing standards on page three.

How do you recognize a Force 99 for exchange?

The production date will identify if your stem is included in the recall. You will find a 4-digit production code in the rear of the clamp between the two clamping screws (see picture). The production code is comprised of the calendar week (17 in the picture) and the year ('03 in the picture). This means that the stem in the picture has been produced in week 17 of 2003.



Subject are all Syntace Force 99 without marking or with a production date 01 03 up to and including 45 04 (45th calendar week 2004)

Please discontinue use of all Syntace F99 that have been manufactured before calendar week 46, 2004 and send them back!

How does the recall work?

1. This letter is to inform you of the F99 recall. (Businesses, please post the attached recall poster for the public.)
2. Please check any F99 Stems you have to see if they are affected by this recall.
3. If you have an affected stem(s) that need to be replaced, please contact us at 800-448-3876 ext 233. (Hours of operation are M-F 8 a.m.-4 p.m.) We will arrange for the replacement of your stem. We are happy to make the recall exchange either through businesses (bicycle dealers or mail order businesses) or with consumers directly. We will give you further information about the procedures of the recall when you contact us. We will allow either a digital photo of the destroyed stem (for those who wish to take advantage of the "Thank You Offer" below), or we will ask you to return the stem to us (at our expense, of course).

Thank You Offer!!!

As a thank you for your cooperation and any inconvenience this causes you, we want to offer you a one time special.

- Consumers can purchase a Syntace Torque Tool (1-20) and Bit Kit for the special price of \$150. Dealers can purchase the set for \$135. Ownership of these tools will help insure correct installation of the F99 as well as other bicycle components (especially those made of carbon fiber).
- Consumers or dealers can purchase an additional F99 Stem of any size or diameter for \$33. MSRP is \$90. We want you to have an extra of the safest stem in this weight class!!!

Syntace consumers who want to make use of our "Thank You Offer" can take advantage of simplified handling. A digital photo of an affected stem (sawed in half) with a good visible production code, will be sufficient for receipt of a replacement stem.

Your new replacement Syntace F99 Stem will have a 10-year warranty!!!



10-year warranty

Our careful engineering, combined with the most unique testing procedures in the world (the Syntace VR-3 and the Syntace SSM) makes it possible for us to offer every Syntace rider a 10-year warranty for all defects in material and workmanship. No questions asked.

We would like to thank you very much for your support and would like to apologize for any inconvenience. Please do not hesitate to call us at 800-448-3876. We are here for you.

Safety first!

Your Syntace-Team