

IMPORTANT RECALL NOTICE!



Subject: Specialized 2004 Roubaix Comp 18, 2004 Roubaix Comp 27, 2004 Roubaix Pro 18, and 2004 Roubaix Pro Frameset involving composite frames only and single rivet cable stops.

To: Authorized Specialized Retailers
From: Specialized Quality Assurance Group
Date:

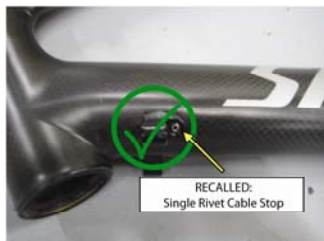
This is a recall notice regarding the Specialized 2004 Roubaix Comp 18, 2004 Roubaix Comp 27, 2004 Roubaix Pro 18, and 2004 Roubaix Pro Frameset involving composite frames only and single rivet cable stops only. This recall notice **is not** for the 2004 Roubaix model involving aluminum frames and two rivet cable stops.



2004 Roubaix Comp



2004 Roubaix Pro



**Single Rivet Cable Stop
Is Recalled**



**Double Rivet Cable Stop
Is Not Recalled**

Specialized has determined that if a cable stop becomes loose while riding, this could lead to a fall. Specialized reported its findings to the CPSC and is working in conjunction with the CPSC on this corrective action.

With this notice is a pre-stamped postcard. Immediately identify consumers who purchased the affected bicycles, fill in the address, and mail the postcard to each affected consumer. Also with this notice is a poster. Please post the poster in a conspicuous location located in the bicycle repair area of your shop immediately and for one hundred twenty consecutive days.

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Pursuant to the postcard and poster, each consumer will be instructed to return their bicycle to an Authorized Specialized Retailer for an approved repair which will be at no charge to consumer. Specialized will repair the affected bicycle by replacing the single rivet cable stop with a double rivet cable stop. When a consumer brings in the affected bicycle and you have confirmed that the bicycle meets the criteria for the recall, please remove the handlebars, shifters, seat post, brakes, pedals and front wheel from the bicycle and store these parts in your bicycle shop for the consumer until the bicycle is repaired and ready to deliver back to consumer. After removal of these parts, please box and ship the remainder of the bicycle, to the following address: **Specialized Bicycle Components, Inc., 1137 South 3800 West, Salt Lake City, Utah 84104 Attn: Recall Administrator**. Specialized will be responsible for all shipping costs and will issue an RA number for shipment. Include the name and address of your bicycle shop along with the consumer's name and phone number with the shipment. Once the cable stop has been replaced by Specialized, the bicycle will be sent back to you along with new replacement cables for delivery to the consumer. Prior to delivering the repaired bicycle to consumer, please put the handlebars, shifters, seat post, brakes, pedals front wheel, and new cables back on the bicycle.

Also with this notice is a log sheet. As with every corrective action, the CPSC will require Specialized to report in writing on a monthly basis regarding the effectiveness of this recall. Please note in the log the customer's name, address and date the postcards were mailed. Please note on the log sheet the date consumer brought in the bicycle for repair, and when the consumer picked up the repaired bicycle. Please also contact each consumer by telephone one week after mailing the postcards and note that in the provided log sheet. When you have completed your actions required under this recall, fax the log sheet to Specialized at 1 (877) 672-7237.

One hundred twenty days following the issuance of this Recall Notice, Specialized will notify you and ask that you provide to them your log sheet. Upon receipt by Specialized of the log sheet Specialized will issue an additional \$20 credit to your account for each postcard sent out and an additional \$75 credit to your account for each affected bicycle shipped out to cover labor costs.

Specialized is working with the CPSC to execute on a successful recall.

We offer our complete support to you in rectifying this situation and hope to minimize any inconvenience this may cause. The CPSC has reviewed and approved this recall plan, and will monitor for compliance.

If you have any questions, please do not hesitate to contact us at 1 – 800-SBC-4IBD. Thanks for your support.

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