



Q&A FOR CONSUMERS REGARDING VOLUNTARY RECALL OF MAVIC R-SYS FRONT WHEELS

What is the product recall about?

Mavic has voluntarily recalled its R-SYS front wheels as a **precautionary safety measure**.

What products are concerned by this recall?

All models of Mavic R-SYS front wheels are concerned (R-SYS, R-SYS test, R-SYS Premium) whether purchased separately or as part of a bicycle. R-SYS wheels have been sold from June, 2007 and R-SYS Premium wheels have been sold from June, 2008

Is there a specific serial number?

There is no need to check. All R-SYS front wheels are concerned: R-SYS, R-SYS test, R-SYS Premium. Consumers and retailers can find the unique R-SYS logo on the rim of all R-SYS models.

What is the exact problem with the front wheel?

R-SYS wheels are based on a totally new concept, including innovative tubular carbon spokes. Mavic has identified that the carbon tubular spokes of the R-SYS front wheel may break during use in certain circumstances and causing the rider to lose control and possibly fall, potentially sustaining injury.

Is there a serious risk of Injury?

The R-SYS front wheels may break during use in certain circumstances and could cause the rider to lose control and possibly fall and potentially sustaining injury. Therefore, these wheels must no longer be used.

What about the rear wheel?

The rear wheel is not affected.
The number of spokes, and the spoke pattern and construction are not the same in the R-SYS front and rear wheels.



I have R-SYS wheels, what should I do?

R-SYS front wheel should no longer be used. Please remove the front wheel from your bike and return it to your local Mavic dealer for exchange or visit our website at www.mavic.com

Where shall I return the front wheel?

Please return it to your local Mavic dealer. Dealer will handle the exchange process for you free of charge. A list of Mavic dealers can be found on the dealer locator on www.mavic.com.

Do I need to return the pair or just the front one?

You're kindly asked to remove the front wheel from your bicycle and to return it to your local Mavic dealer. The rear wheel is not part of the recall.

Will you immediately exchange the recalled products?

These products are high- technology products and thus, upgrade process will take some time. We are working hard to shorten the turnaround time to the extent possible.

This exchange will start from 31st of March 2009. Until this date, and to facilitate the continued use of your bicycle, Mavic will offer a set of Aksium wheels that you will keep after you have received the replacement R-SYS front wheel.

Shall I return the Aksium wheels when my R-SYS front wheel will be exchanged?

As a complimentary gift, you may keep these Aksium wheels after the new R-SYS wheel is provided to you.

What is the technical solution that is developed?

Mavic has developed a new version of tubular carbon spokes (new carbon fibres structure and new design) with enhanced mechanical properties and impact behaviour. This spoke version has been approved through a new testing program in regard to identified constraints.

When will the solution be available?

Mavic is currently working on the tubular carbon spokes' upgrade. We are working hard to shorten the turnaround time to the extent possible. We anticipate that exchange with new upgraded R-SYS and R-SYS Premium front wheels will start from 31st of March 2009.

Until this date, and to facilitate the continued use of your bicycle, Mavic will offer a set of Aksium wheel that you will keep after they have received the replacement R-SYS front wheel.

Are other Mavic wheels involved?

No. Only wheels involved are R-SYS front wheels.



I haven't noticed any problem with my R-SYS front wheel. Can I still ride with it?

No, you should stop riding immediately, remove it from your bicycle and bring it back to a Mavic dealer.

How can I be sure that new spokes have been put on my R-SYS front wheel?

All consumers having returned their R-SYS front wheels to their Mavic dealer will be provided with a new R-SYS front wheel with upgraded carbon spokes. In order to avoid any confusion, each spoke will bear a distinctive sign which will allow to distinguish upgraded spokes from former ones.

I'm not satisfied with the Aksium, can I have another pair from the Mavic range?

We regret the possible inconvenience caused to you. You will receive a new upgraded R-SYS front wheel as a result of an exchange program. The Aksium wheel set is the temporary solution to facilitate the continued use of your bicycle; you will keep it even after our new front R-SYS has been provided to you.

Who can I contact for further info?

We strongly recommend you to contact your Mavic dealer. You will find (depending on countries) a dealer locator on www.mavic.com

I bought my wheels on Internet. Who shall I contact?

Please contact a Mavic dealer. You will find (depending on countries) a dealer locator on www.mavic.com