

# IMPORTANT RECALL NOTICE

Dear Cannondale Customer,

We have recently become aware of problems that may exist in Raven II frames. Both problems are structural and potentially serious. Failure of a frame could result in accident with risk of serious injury or death. We stand behind our products and will fix these problems promptly. The following are subject to recall:

2000 model year Raven 1000 SL	2000 model year Raven 800
2000 model year Raven 4000 SL	2000 model year Raven 4000 SX
2000 model year Raven 700 SX	2000 model year Raven 900 SX
2000 model year Raven 2000 SL	

If you own one of these bicycles you should have been contacted in September or October 1999 by your retailer. If you had returned a warranty card prior to September 1999, indicating purchase of one of these bicycles you were sent a recall notice. If you have not had your Raven II checked, please see your retailer. If you are not sure what retailer to contact, please call 1-800-BIKEUSA and we will assist you with the location of a retailer in your area.

The retailer will need to check the serial number, located on the upper, rearward facing surface of the seat mast, in front of the seat post. A serial number is comprised of three letters and five numbers. The first letter in all cases will be K, meaning 1999. The second will indicate a month with D being April, E being May, F being June, G being July, H being August, I being September etc. The third letter in all cases will be R, meaning Raven. The five numbers that follow will indicate a number within a month. These numbers start over at 00001 again each month.

Frames with serial numbers KDR00001 through KFR00424 and KFR00451 through KFR00457 must be replaced. These frames may have inadequate bonding between the carbon fiber skins and the magnesium backbone. These frames cannot be reinforced or repaired and must be replaced. (Note that there are less than 20 of these frames in the U.S., most are in Europe) In this case you will receive a N/C replacement frame.

Frames with serial numbers KFR00425 through KFR00450 and KFR00458 through KIR00001 must be reinforced in the upper portion of the seat mast.

Frames with serial number KJR00001 (October, 1999) and higher, or those bearing an 8-99 decal on the upper surface of the lower seat post clamp, have already been reinforced at the factory or by a retailer.

We have developed a reinforcement technique that can be easily performed at the retailer. In brief, the reinforcement technique involves inverting the frame and injecting a special low viscosity acrylic adhesive through the water bottle boss hole on the seat mast. A special syringe/gun is used to inject the contents of an adhesive cartridge. The adhesive pools in the upper portion of the seat mast forming a reinforcement fillet and greater bond area. The adhesive fully cures overnight. The technique has been tested and proven to be consistent and successful. This reinforcement will be done at N/C.

Please call 1-800-BIKEUSA with questions. Thank you for your cooperation.  
We sincerely apologize for the hassle.

January, 2000

**cannondale**  
HANDMADE IN USA