TECHNICAL SERVICE BULLETIN

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Bulletin: TSB-110602 **Date: 11/06/02**

Subject: 2002 Razorback SL Main triangle

Dear Dealer,

This letter is to inform you that we have determined there is a potential durability issue with the Plasma B tubing used on the main triangle of the 2002 Razorback SL frames, which needs to be addressed by immediate action. We have received three frames back with stress fractures to the down tube and discovered that the wall thickness of the downtubes of these three frames was less than the required design specification. Not all SL frames have this inconsistency; however, we feel the best course of action is to offer new front triangles for the entire initial production run of Razorback SL frames & bikes, which may be affected. These frames can be identified by the "Plasma B" emblem on the down tube of the main triangle. All other models of 2002 Razorbacks with Plasma A tubing are not affected. To ensure the safety of our customers, we are asking for your assistance in exchanging the front triangles on all Razorback SL frames with Plasma B tubing.

The exchange process has been set up so that it will make the change-out as simple as possible. With your cooperation we anticipate the entire exchange process will only take 3-4 weeks.

Process-

1. It is imperative that you stop selling the 2002 Razorback SL frames or bike models in your inventory. This does not include any other 2002 or previous Razorback models with Plasma A tubing.
2. K2 will start shipping appropriate sizes & quantities of replacement main triangles (with new bearings in the main pivot) on Monday, November 18th to all dealers who received 2002 Razorback SL product. A return authorization # will accompany this letter. We ask that you return the main triangle upon completion of the exchange. K2 will offer a labor/shipping credit of $85 per frame. The labor credit will be applied when the original main triangle is returned to K2.
3. Provide K2 with any contact information about the consumers who have already purchased 2002 Razorback frame or bike at your store. We need to communicate with these consumers to ensure their main triangles are replaced.
4. If you have sold any 2002 Razorback SL frames please contact the owners and schedule an appointment to exchange the front triangle.
5. Any 2002 Razorback SL frames or bikes received after 11/5/02 with a "Plasma A" emblem on the down-tube are not subject to the exchange and are available to sell.

Thanks in advance for your cooperation. It is important to the safety of our customers that the main triangles be replaced. Please call me if you have any questions regarding the exchange process of the main triangle.

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K2 BIKE IS A WORLD LEADER IN THE DESIGN, MARKETING AND SALES OF HIGH QUALITY BIKES AND ACCESSORIES FOR ROAD, MOUNTAIN AND BMX USE.