



PO BOX 1938
SUMNER, WA
98390-0800

PRODUCT RECALL INFORMATION

May 29, 2009

Dear REI Customer,

We are writing to you because our records indicate that you purchased a 2005 Novara Trionfo bicycle (pictured below) from REI between 2005 and 2006. REI has received two (2) reports stating that the Aprebic Carbon Fiber Fork used on the 2005 Novara Trionfo bicycle separated from the steerer tube resulting in a crash. Customer safety is of the utmost importance to REI, so we are conducting a voluntary recall of the fork used on the 2005 Novara Trionfo bicycle.



We ask that you immediately stop riding this bicycle and contact REI to arrange for a replacement fork. REI has obtained replacement forks that we are providing to customers free of charge. These forks are full carbon fiber, which is an upgrade from the fork used on the 2005 Trionfo that used an alloy steerer tube. We trust that you will find them to be a suitable replacement.

Please contact your nearest REI or call our customer service center at 1-800-426-4840 to arrange for the replacement of your recalled fork.

We apologize for any inconvenience and appreciate your help in supporting this recall. Please telephone us at 1-800-426-4840 or contact your local REI store with any questions you may have.

Sincerely yours,

Lee Fromson
Interim Vice President – Finance and Vice President - Gear and Apparel

