

17.01.2008

FOR IMMEDIATE RELEASE

From:

Ritchey Design
575 Old County Road
San Carlos, CA 94070
650-368-4018

Warranty Department: Ext: 1855

Subject:

Ritchey WCS and PRO Crank Voluntary Recall (LEFT ARM ONLY)

Ritchey Design has identified a potential safety issue concerning WCS and PRO Level Non-Drive Side Crank Arms (LEFT ARM ONLY). In certain cases, it is possible that the non-drive crank arm could fail or break unexpectedly. If this happens during cycling, the cyclist may lose control of the bicycle, which could lead to serious injury. Because Ritchey Design products are designed meet the highest industry standards, as a preventive action, and in the interests of putting the safety of its consumers first, Ritchey Design has decided to undertake a voluntary recall of all affected Non-drive Crank arms.

The (right-side) drive crank arm is not affected by this issue. The reinforcement from the spiders lend the necessary strength to the design to prevent breakages. We have received zero reports of drive side arm breakages.

Models affected:

- **Pro Road** 130 bcd in black only (39/53 chainring combination)
- **WCS Road** 130 bcd in black w/ silver machined face only (39/53 chainring combination)
- **Pro Compact Road** 110 bcd in black only (34/50 chainring combination)
- **WCS Compact Road** (110 bcd in black only (34/50 chainring combination)
- **WCS Cross** 130 bcd in black only (38/48 chainring combination)

Models not affected:

Pro Cross 130 bcd

All Mtn Cranks

All the cranks are black finished with a silver machined face or are solid black color.

Any Ritchey crank that is silver is NOT affected.

Two Methods to **IDENTIFY YOUR CRANK**

- 1) By date code
- 2) By measurement

1) BY DATE CODE

The date code is stamped on the back of the left arm. Here is the key to interpret this code:

Identify the date code on your left crank:

DATE CODE



(continued)

Reading and Understanding DATE CODES

WCS cranks:

Example: 2 0301

first digit, 2 is the alloy material - 2014

03 refers to made in 2003

01 refers to made in January of 2003 (Jan. 2003 is the earliest we made cranks = lowest code possible)

ALL WCS cranks with a forging code PRIOR to 0501 are suspect and should be replaced.

PRO cranks:

Example: 6 0505

First digit, 6 is the alloy material – 6061

05 refers to made in 2005

05 refers to made in May of 2005 (Note: if a letter is in the date code, this corresponds to the numerical month of forging. H = 8th month – August.)

ALL PRO cranks with a forging code PRIOR to 0508 are suspect and should be replaced.

Any code after 0508 for PRO and 0501 for WCS is considered to be safe.

2) BY MEASUREMENT

To determine if you need a replacement, the best and most accurate method is to measure the lowest point in the cavity of the left arm. **If it is less than 7mm for WCS, 9m for PRO, it is suspect and should be replaced.**



*< 7mm for WCS
PRO prior to Jan, 2005*



*< 9mm for PRO
Pro Jan-July, 2005*



*9mm
All current crank arms*

Remedy: Consumers should stop using the bicycle Cranks immediately and contact Ritchey to have their Crank arms inspected. A free replacement will be provided for any bicycle Crank Arm found to be substandard.

In the U.S and North America

All returns must have an RA# assigned to them by Ritchey Design. Please call or email to receive your RA# prior to shipping.

Ritchey Hotline:
650-517-1878
E-mail; contact_us@ritcheyleft.com
Please use "Crank Arm Recall" in subject line

Ship to:

Ritchey Design
575 Old County Road
San Carlos, CA 94070

Europe

Ship to:

Ritchey International Sagl
Attn: Silvio Ostinelli
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Asia

Ship to:

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