

January 27, 2009

CUSTOMER ALERT: Nashbar 2008 Trainers:

Dear Nashbar customer,

Our records show that you purchased one of the following trainers between **9/11/08 to 12/24/08**.

**Nashbar Mag Plus
Nashbar Fluid**

**NA-MAGP
NB-FT6**

PLEASE STOP USING THE TRAINER IMMEDIATELY.

We found that a small number of these trainers have a defective part that can allow the bike to disengage from the trainer frame. The potentially defective units have one of these production codes: **2708, 2808 or 3408**. The production code is stamped on the bottom of the front folding legs' horizontal base. **Only trainers with these production codes are affected.**



As part of our continuing promise of quality service and products, we are aggressively addressing this issue. We are taking these measures as a precaution to ensure your safety.

Specifically the problem is with the left axle support bushing. The bushing is a plastic insert that supports the non-adjustable axle support cup. On a few trainers the bushing has broken causing the bike to disengage from the stand.

We apologize for the inconvenience and have tried to make the corrective process as easy for you as possible. You have 2 choices; please choose the one that works best for you.

1) You can repair your trainer using the repair kit and instructions found in this packet. The repair is simple and should only take a few minutes. If you need help, the Nashbar Tech Department is available to assist you (800-888-2710 or technical@nashbar.com), plus there are repair videos at <http://www.nashbar.com/help/trainerrecallvideo.cfm>.

2) If you are uncomfortable replacing the insert, return the trainer for credit or exchange. To return it, the Nashbar address is:

Bike Nashbar Returns Dept. (Trainer)
6103 State Route 446
Canfield, OH 44406

If you have any questions about this repair or the return process, please don't hesitate to contact the Tech Department (800 888-2710), myself, or our Customer Service department (877 688-8600). Your satisfaction and safety are our utmost concerns.

Once again I am sorry for the inconvenience and thank you for your cooperation.

Sincerely,

A handwritten signature in black ink, appearing to read "Gaynor Collester".

Gaynor Collester
Supervisor, Tech Support
Nashbar Direct
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gaynorcollester@performanceinc.com