



Vicenza, 29th January 2009

Subject: Installation of CAMPAGNOLO 11s CHAINS

Dear Customer,

With the introduction of the new 11-speed drivetrains, Campagnolo aimed to reaffirm its ability to innovate and to produce components with benchmark features.

All the new components of the 11-speed drivetrains have been completely redesigned and conceived to interact with each other. As always happens with entirely new products, the product changes also lead to new fitting and servicing operations.

While it is always important to follow attentively the instructions for correct assembly and correct servicing, in the case of a completely new component all this becomes absolutely mandatory.

Only this approach (which has nothing to do with the experience or expertise of the mechanic who performs the operation) makes it possible to preserve the characteristics of the product in terms of both performance and safety for the user.

Specifically, as regards the new Chorus and Record 11-speed chains, we have verified some problems in the field that arose from incorrect installation, with consequent serious danger to the users.

We therefore remind you that in order to **install the Campagnolo 11s chains**, as described in our assembly instructions, it is absolutely **mandatory to use the dedicated UT-CN300 tool**.

In fact, **only by using this tool is it possible to perform the riveting of the closing pin (CN-RE500)** included. We should point out that without this riveting operation, the pin can protrude from the link, causing the automatic opening of the chain with the due consequences.

Without wishing to wage useless psychological terrorism, we do want to give the due importance to this operation, reminding everyone of the consequences of a civil and criminal nature for those who, not having performed the assembly perfectly, may cause serious and/or irreparable harm to third parties (customers).

We would therefore ask that you educate all employee's who assemble, disassemble, and service our chains, to ensure that they carefully follow the instructions inserted in the individual chain packages or found on our website (the technical video showing assembly operations is also available), and use only the tool we have indicated, the *UT-CN300*, as it is the only tool currently available on the market that will guarantee the safety of the riveting operation on the pin (*CN-RE500*) as indicated above.

In conclusion, if your establishment is not yet equipped with the *UT-CN300* tool, we ask that you please make provisions by urgently contacting your supplier or a Campagnolo Service Center.

Thank you for your attention.
Best regards,

DIMC / Service Center
Campagnolo Srl