



Kēn
pédals

RECALL
AXLE
REPLACEMENT

Dear Look Cycle Retailer,

We are writing to inform you of an important recall and upgrade campaign for Look KeO Classic, Sprint, Carbon and HM Chromoly (excluding Carbon Ti and HM Ti) pedals that were produced from 2004 until December 2005. These pedals comply with all applicable standards, but we have received isolated reports of broken axles in these pedals, and we intend to replace them with axles like those produced beginning January 2006.

Only pedals produced before January 2006 are covered by this program – no other Look Cycle products are affected. The production date for KeO pedals is visible on the underside of each pedal, as shown on the following detailed instructions.

The primary elements of our recall and upgrade campaign include the following actions, some of which require your active assistance:

1. Please check your stock and immediately discontinue the sale of any KeO Classic, Sprint, Carbon and HM Chromoly pedals (excluding Carbon Ti and HM Ti) with date codes of December 2005 or earlier. No proof of purchase or warranty coverage is required – all pedals with these date codes are covered by this recall and upgrade campaign. These pedals may be sold once they have been upgraded with new axles.
2. Please post the enclosed recall notice in a prominent location in your store where it may be seen by customers for 120 days (until December 1, 2008).
3. Expect a Look Cycle USA customer service representative to contact you to discuss your needs for axle upgrade kits. The axle change can be performed in just a few minutes with tools you already should have in your shop. Replacement axles have a silver-colored aluminum piece inside the Allen wrench hole at the end of the axle. Original axles have a black surface in this location. Do not replace any axles on pedals with January 2006 or later date codes. LOOK Cycle USA will credit participating dealers \$6 per pair of replaced KeO axles that are returned

to LOOK Cycle USA. A credit request form must be filled out and included with each shipment of axles returned. Please consolidate axle shipments that are sent to LOOK Cycle USA.

4. If you have names and contact information for any purchasers of these pedals, please provide them to your Look Cycle customer service representative immediately so that we may send a notice directly to the consumer. A notice of this recall will also be posted on our website and through other channels of communication.

5. Consumers will be instructed to bring these pedals to an authorized KeO Axle replacement location which will be available on our website at the time of the recall. If a consumer is unable to bring their pedals to an authorized replacement location, please have them contact Look Cycle USA customer service at +1 866.430.5665 (LOOK) or at keoupgrade@lookcycle-usa.com to make alternative arrangements.

This recall is in cooperation with the U.S. Consumer Product Safety Commission, who will monitor the effectiveness of this recall program.

Look produced the world's first clipless pedal in 1985 and is still the leader in performance and technology for pedals, carbon fiber frames and other components used by the world's most demanding cyclists. The safety and satisfaction of our riders is our utmost concern. We thank you for your assistance in serving our customers, and ask that you please accept our apologies for this inconvenience.

Sincerely,

Look Cycle USA

STEP 1: IDENTIFYING THE MODEL

KEO Classic, Sprint, Carbon and HM (not including Carbon Ti and HM Ti)

STEP 2: IDENTIFYING PRODUCTION DATE

KEO pedals requiring axle replacement are those that were produced prior to January 2006 (01/2006). All pedals produced January 2006 and later are not included in the recall.

For Kéo HM, the production date is visible on the underside of the pedal as shown below :

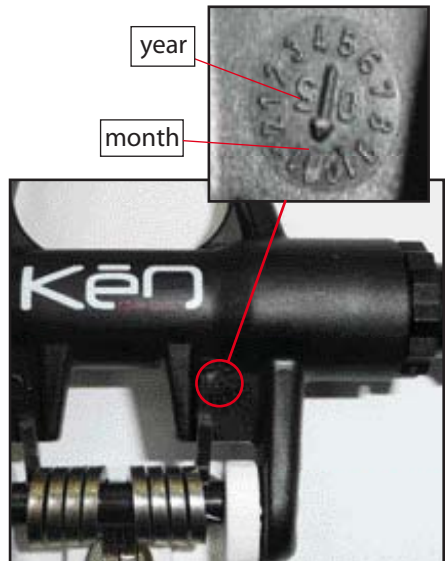


month

The example above indicates
December 2005

L (December) - 5 (2005)

For Kéo carbon, Sprint and Classic, the production date is visible on the underside of the pedal as shown below:



The example above indicates
November 2005

STEP 3: REMOVE THE AXLE

Select the appropriate axle tool.

For KEO Classic and Sprint pedals, use the red tool provided in the kit.



KEO Classic/Sprint axle tool

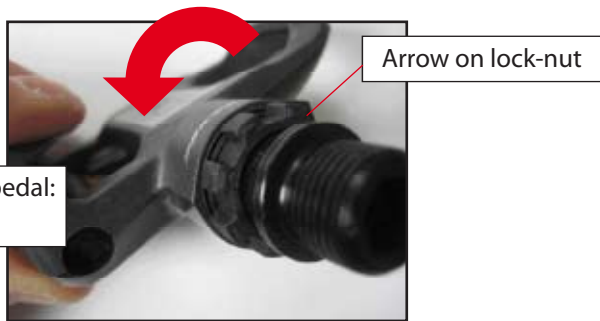
For KEO carbon and KEO carbon HM pedals, use an 18mm box wrench



KEO Carbon/HM
18mm box wrench

Unscrew the axle lock-nut as shown in the images below.

For KEO Classic and Sprint pedals, unscrew in the direction opposite that indicated by arrow on the axle-nut.



Unscrewing the left pedal:
counter-clockwise



STEP 4: CLEAN THE PEDAL BODY

Clean the interior of the pedal body using a dry cloth / rag.



STEP 5: SELECT THE REPLACEMENT AXLE

Use the axle supplied with the replacement kit.

The replacement axle has a silver aluminum piece inside the allen wrench hole, which indicates the latest version of the KEO pedals axle.

KEO Classic and Sprint axle:



KEO Carbon and Kéo HM axle :



a silver aluminum piece
inside the allen wrench hole

Grease the end of the axle (the flat area that touches the roller bearings) with Shell RETINAX LX2 grease or an equivalent complex Lithium based shop quality grease.



STEP 6: PREPARE THE THREADS

Apply a drop of Loctite 480 to 3 or 4 threads of the lock-nut



STEP 7: INSTALL THE NEW REPLACEMENT AXLE

With aid of a torque wrench, in the direction as indicated the arrow on the lock-nut, screw the lock-nut of the axle into the pedal body. Limit torque to 5Nm (3.7 ft-lbs).



Example : KEO Sprint pedal



Example : KEO Carbon pedal

The pedal is ready for use.



MORE DETAILS:

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