

## DBINLINE RECALL FOR REPAIR: FAQs

### Why is Cane Creek conducting this voluntary recall?

Cane Creek has determined that certain DBINLINE shocks are marked with graphics that incorrectly identify the adjustment directions for High Speed Rebound (HSR) damping. We are conducting this recall to keep our customers safe and prevent injuries by correcting the problem.

### What is wrong with my DBINLINE?

Shocks went out with graphics that incorrectly identify the adjustment directions for High Speed Rebound (HSR) damping. HSR on the DBINLINE shock is decreased by turning the adjuster counter-clockwise and increased by turning it clockwise. The incorrect transposed graphics direct the opposite; that is the plus(+) and minus(-) symbols are reversed. It is important to note that, despite the incorrect HSR graphics, the shocks are performing as intended. Customers should refer to page 18 of their Tuning Field Guide (available online at [http://www.canecreek.com/resources/products/suspension/tfg\\_english.pdf](http://www.canecreek.com/resources/products/suspension/tfg_english.pdf)) for correct adjustment instructions.

### How can I tell if my DBINLINE is affected?

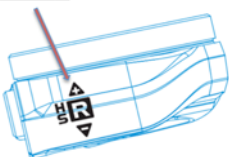
Shocks manufactured from May 23, 2014 through September 15, 2014 are potentially affected by the incorrect HSR markings and will contain a serial number within the following ranges. The serial number is located on the under-side of the valve body under the HSR adjuster.

AA00002 – AA07304

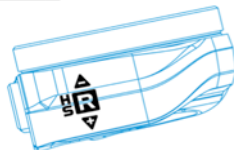
SA00077 – SA03926

Incorrect HSR graphics can be identified as follows, note the position of the plus(+) and minus(-) symbols:

INCORRECT



CORRECT



**How can I take advantage of the recall?**

Cane Creek Cycling Components will provide an ultra-adhesive decal kit that indicates the correct adjustment direction. If you own one of these shocks, please obtain a repair kit as soon as possible by reporting the shock online at <http://www.canecreek.com/dbinline-notice>, emailing us at [hsrlabel@canecreek.com](mailto:hsrlabel@canecreek.com) or call 1.800.234.2725 Monday through Friday, 9AM to 5PM EST.

**How long will it take me to get a repair kit?**

Cane Creek will ship the repair kit within 2 business days of consumers reporting their affected shock(s). We apologize for any inconvenience, and assure you we are working as quickly as possible to remedy the problem.

**How will I repair it myself?**

Complete instructions are included in the repair kit. If you have any questions, call us on our Recall Hotline 1.800.234.2725 and we'll be happy to assist you.

**My DBINLINE appears to be operating okay. Can I continue to use it?**

Despite the incorrect HSR graphics, these shocks are performing as intended. Even though your shock appears to be safe, customers with affected product should stop using the product and participate in the recall by reporting the shock(s) and applying the repair decal provided in the repair kit.

**I no longer have the receipt for the product. Can I still receive a repair kit?**

Yes. All we need is for you to report the affected product.