

1. JET 9 RECALL: LETTER TO NINER RIDERS

November, 2009

We would like to apologize to the Niner owners who have been patiently waiting for us to address the problems you have been experiencing with the Jet 9. Please understand that it has nothing to do with Niner ignoring or not caring about our customers.

In fact, we have been very hard at work analyzing the issues with the Jet 9 so that we could fully understand the warranty cases we received and provide a definitive solution. This analysis included destructive testing, metallurgical study, and FEA computer modeling. Using these methods, we examined the quality of the base metal, filler material, heat affected zone of the weld, structural design, and finish quality of the frames. We built over 20 new prototypes and tested them in every way imaginable.

In light of test results and after many hours of discussion on how best to serve our loyal customers, we decided to voluntarily recall Jet 9 frames with serial numbers from **P8001682** to **P9400454**. These frames risk welding defects in the front and rear triangles that may lead to a premature failure of the frame. Unfortunately, there is no way to visually check for these weld defects. You should stop riding the frame immediately because a failure could occur at any time.

We cannot overstate our concern in regard to these issues, and we are investing a significant portion of company resources into correcting the issue in the most expedient manner. Niner puts great care into producing bikes that we are proud to put our name on. Our goal is to provide excellent customer service and we realize that this recall is a huge inconvenience. The amount of time we have put into this testing process has caused production delays, leaving orders unfilled. We know that customers spent hard-earned money on a Niner, and now we are asking that you to send the frame back for replacement. For some people this is the second time. We are extremely sorry and we promise we will make things right. Thank you for your purchase, understanding, and support.

2. THE SOLUTION

Instead of continuing work on an interim solution using the current Jet 9 frame, we decided to move ahead with a complete redesign. We developed many new features for the R.I.P. 9 and W.F.O. 9 frames that will greatly enhance the new Jet 9:

- Tapered head tube to accept new 80-100mm tapered forks
- Hydro-formed tubes for added stiffness without increased weight
- Forged frame pieces for added stiffness
- Same great geometry and travel as the previous Jet 9

The bottom line: Every current owner of a Jet 9 under the voluntary recall will have the option of receiving a replacement frame (front and rear triangle). Your new frame will be reassembled with your current linkages and shock before we ship it to you.

We are already in the prototyping process for the new Jet 9, but delivering the redesigned model will take some time to accomplish. We hope to start shipping new frames to customers in late Winter or early Spring 2010. This could be as long as 6 months from now. We understand this is simply not a viable option for many of you. In effort to accommodate varying customer needs, we offer several options detailed below.

3. YOUR FRAME REPLACEMENT OPTIONS

Option 1

I want to keep riding and use this opportunity to grow the quiver - Purchase a different NINER frame at an extreme discount. Ride your new bike while you wait to receive your free replacement Jet 9 frame. In the long run, you end up with two bikes at a really good price.

Special Discount Pricing:

R.I.P. 9	\$860 (discount of \$939)
S.I.R. 9	\$435 (discount of \$414)
M.C.R. 9	\$435 (discount of \$364)
E.M.D. 9	\$205 (discount of \$249)

Option 2

I would rather own a R.I.P. 9 - Make the permanent switch to a RIP 9 at no charge. No replacement Jet 9 frame will be shipped.

Option 3

I have the patience of a saint. I can wait. - Receive a \$150 gift certificate towards Niner gear while you wait to receive your free replacement Jet 9 frame.



4. CREATE A RECALL CASE FILE

For the fastest response, we advise customers to create their ticket through our online system. Orders will be fulfilled in a first come first served basis.

1. In the upper right corner of the Niner website, click on [Niner Store](#).
2. In the upper right corner click [Register](#) or [Log In](#). If you have not registered with us before, please create an account.
3. Click on [My Account](#).
4. Click on [Contact Support](#).
5. Under [Subject](#) type in [Jet 9 Recall](#).
6. Enter your [phone number](#).
7. Under [Product](#) type in [Jet 9](#) and then press the [tab](#) key. This will bring up a list of Jet 9 frames below, [please select your frame](#) from the list.
8. Under [Case Type](#), select [Jet Recall](#).
9. Enter the [serial number](#) located on the bottom bracket shell of your frame.
10. Please include ALL of the following information in the message box:
 1. Primary Contact / Company
 2. Shipping Address
 3. Choice of Jet 9 Recall Frame, if applicable (size and color)
 4. Choice of Discount Frame, if applicable (size and color)
 5. Choice of R.I.P. 9 Exchange Frame, if applicable (size and color)
 6. Choice of Gift Certificate towards Niner gear
 7. Credit Card Number and Expiration Date, Billing Address including Zip Code
11. To finish, hit the [Submit](#) button.

A confirmation email will be sent to you and our recall team verifying that your case has been submitted. It will also contain instructions about [how to return your recalled frame](#). Please follow the instructions carefully to ensure prompt handling of your case.

Thanks,
Niner Bikes

