

Front Mudguard on Canvas Neo Bicycles

Update: Mudguard Re-Attachment Parts Available January 2021



STOP RIDING UNTIL YOU HAVE REMOVED THE FRONT MUDGUARD

- Follow the removal instructions below
- Save the mudguard and mudguard struts
- After the mudguard is completely removed, you can keep riding your bicycle
- Contact your local authorized Cannondale dealer to re-install the mudguard with upgraded parts, at no charge.

As we announced previously, following a few reports of issues with the hardware that attaches the front mudguard on some Cannondale Canvas Neo 1 and Canvas Neo 2 bicycles that caused the front mudguard to become detached from the bicycle and abruptly stop the front wheel, we elected to conduct a recall of the mudguard and the mudguard attachment hardware in order to provide riders with an upgraded attachment system.

We have now completed testing and secured the government approvals required to conduct the recall.

It is easy to remove the front mudguard - instructions are included here, and also available on cannondale.com. Once the front mudguard is removed, you can keep riding your Canvas, without any front mudguard.

Upgraded attachment system

Please contact your local authorized Cannondale dealer to arrange for them to re-install the mudguard with upgraded attachment hardware, at no charge. Consumers can remove the mudguard on their own, but it must be re-installed by an authorized Cannondale dealer.

If you have any questions, please talk to your local Cannondale retailer or email warranty@cyclingsportsgroup.co.uk



We apologize for this inconvenience and thank you for your patience, and for riding Cannondale.



WARNING

STOP RIDING, REMOVE THE FRONT MUDGUARD

If you ignore this warning you can be seriously injured

Mudguard Removal Instructions

Step 1: Remove the front wheel

1A: If possible, put the bicycle into a work stand with the front wheel off the ground.
Or, hang the bike by the saddle or lay the bike on its side on a soft surface.

1B: Insert a 5mm hex wrench into the side of the axle marked with "Max 11Nm". Turn the wrench counter-clockwise until the axle is free to slide out and then slide it out.



1C: Remove the front wheel from the fork.
You may need to tap the top of the wheel with the palm of your hand to release the wheel from the fork.



Step 2: Remove mudguard attachment to top of fork

2A: Remove the cover from the center mudguard bolt by prying with a small flathead screwdriver (a new cover will be provided, so it is fine if the cover breaks)



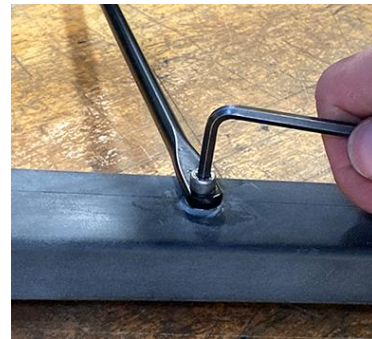
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2B: Remove the center mudguard bolt with a 4mm hex wrench (you can discard this bolt – a new one will be provided)



Step 3: Remove the struts attaching the mudguard to the sides of the fork

Remove both mudguard bolts from the mudguard struts (you can discard the bolts – new ones will be provided). Save the mudguard and mudguard struts.



Step 4: Re-install the front wheel

4A: Re-install the wheel into the dropouts and align the hub with the fork dropouts.

NOTE: Ensure the brake disc slides in between the brake pads in the caliper as you insert the wheel between the dropouts.



4B: Insert the thru-axle into the left side fork dropout and through the wheel hub.

4C: Insert a 5mm hex wrench into the side of the axle marked with “Max 11Nm” and turn the axle clockwise to screw the axle into the right-side dropout. Ensure the axle is very tight.



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 **WARNING**

ENSURE THE FRONT WHEEL HAS BEEN INSTALLED CORRECTLY.
If you ignore this warning you can be seriously injured

