

## FAQs for Consumers

**Important Questions and Answers in Regard to the Recall Program for the Salomon LZ bindings and the Atomic Evox 2.8 and FFG 8 bindings. This Q&A is designed to help respond to potential inquiries from consumers.**

**Voluntary Recall of the Toe Components of Certain Ski Bindings Produced Between July 2008 and October 2008.**

### **What is the product recall about?**

Salomon USA has decided to carry out a voluntary recall for the toe components of the below listed models of Salomon LZ bindings and Atomic Evox 2.8 and FFG 8 bindings. The specific ski binding models subject to the recall were produced between July 2008 and October 2008. Owners of the recalled Salomon ski binding models may request an exchange of the toe components at authorized Salomon USA ski dealers, at no charge and with immediate effect. Owners of the recalled Atomic binding models may request an exchange of the toe components at authorized Atomic USA ski dealers, at no charge and with immediate effect.

### **Why is there a product recall?**

In certain circumstances, the toe components of these bindings may not fully secure the ski boot into the binding, possibly causing the binding to release inadvertently, posing a falling risk to the skier. Therefore, these toe components of the listed bindings must no longer be used, and must be replaced. The safety of our customers and the quality of our products are our top priorities.

### **Why are Salomon and Atomic bindings involved together in this recall?**

All of the Salomon and Atomic bindings listed below were manufactured by Salomon, and share the same toe piece construction.

### **What bindings are being recalled?**

The toe components in question are from the following ski bindings produced between July and October, 2008:

 branded models:

- LZ 7, LZ 8, LZ 9, J LZ 9
- LZ 7 SR, LZ 8 SR, LZ 8 SC

The “Salomon” and “LZ” logos are displayed on these bindings.

 branded models:

- Evox 2.8, Evox 2.8+, Evox 2.8++, FFG 8

The “Atomic” and “Evox 2.8” or “FFG 8” logos are displayed on these bindings.

### **How can I tell whether the Salomon LZ or Atomic Evox 2.8 or FFG 8 bindings were made between July 2008 and October 2008?**

The bindings subject to the recall bear a production date code ending in “8” (for 2008), found on the center plate where the toe of the ski boot contacts the toe component of the binding.

(See Step 2 of the “**2-Step Toe Component Identification Process**”, at the end of these FAQs, for a picture of the production date code location. A version of the 2-Step Toe Component Identification Process is also available to consumers and dealers at the websites listed under “Where can the consumer find more information” at the end of these FAQs.)

**What should the customer do with a binding subject to the recall?**

Consumers should bring the Salomon LZ bindings to an authorized Salomon USA ski dealer, or bring the Atomic Evox 2.8 or FFG 8 bindings to an authorized Atomic USA ski dealer. A list of authorized Salomon USA ski dealers (for the Salomon LZ bindings) can be found at [www.salomon.com](http://www.salomon.com). A list of authorized Atomic USA ski dealers (for the Atomic Evox 2.8 or FFG 8 bindings) can be found at [www.atomicsnow.com](http://www.atomicsnow.com). The authorized dealer can look at the production date code on the toe component, and confirm whether your toe component is subject to the recall. If this is the case, the toe components will be replaced by the dealer with new ones free of charge.

**Can the consumers fix the problem themselves?**

No. **Consumers SHOULD NOT DISASSEMBLE the bindings.** Only an authorized Salomon USA ski dealer or Atomic USA ski dealer can check and then replace the affected toe component and readjust the binding.

**What is the recall procedure?**

Consumers should bring the Salomon LZ bindings to an authorized Salomon USA ski dealer, or bring the Atomic Evox 2.8 or FFG 8 bindings to an authorized Atomic USA ski dealer. A list of authorized Salomon USA ski dealers (for the Salomon LZ bindings) can be found at [www.salomon.com](http://www.salomon.com). A list of authorized Atomic USA ski dealers (for the Atomic Evox 2.8 or FFG 8 bindings) can be found at [www.atomicsnow.com](http://www.atomicsnow.com). The authorized dealer can look at the production date code on the toe component, and confirm whether your toe component is subject to the recall. If this is the case, the toe components will be replaced by the dealer with new ones free of charge.

**What should I do if I purchased bindings subject to this recall on the internet?**

The recall procedures are the same for bindings purchased on the internet. (See above paragraph “What is the recall procedure?”)

**What should I do if I purchased used bindings subject to the recall?**

The recall procedures are the same for bindings purchased in a used condition. (See above paragraph “What is the recall procedure?”)

**What should I do if I purchased “demo” bindings subject to the recall?**

The recall procedures are the same for bindings purchased from a dealer as “demo” model. (See above paragraph “What is the recall procedure?”)

**What is the problem with the recalled bindings?**

In certain circumstances, the toe components of these bindings may not fully secure the ski boot into the binding, possibly causing the binding to release inadvertently, posing a falling risk to the skier. Therefore, these toe components of the listed bindings must no longer be used, and must be replaced.

**What could happen if the parts are not exchanged?**

The toe component of these bindings may not fully secure the ski boot upon entry of the boot into the binding, possibly causing the binding to release inadvertently, posing a falling risk to the skier. Therefore, these toe components of the listed bindings must no longer be used, and must be replaced.

**Is there a serious risk of injury?**

There is a risk that a skier using these bindings could fall due to the binding inadvertently releasing, posing a risk of injury. Therefore, these bindings must not be used.

**What can happen if the exchange is not carried out immediately?**

There is a risk that a skier using these bindings could fall due to the binding inadvertently releasing, posing a risk of injury. Therefore, these bindings must not be used.

**How much does the exchange cost for the consumer?**

The replacement is free of charge for the consumer.

**Are any other Salomon or Atomic bindings models involved?**

Only the models listed above in these FAQs are subject to this recall of the toe components.

**Is this recall related to any other recall on Atomic bindings?**

No, this recall applies only to the toe components of the binding models listed above in these FAQs.

**Where can the customer find more information?**

For more information, please visit Salomon's website at [www.salomon.com](http://www.salomon.com), or visit Atomic's website at [www.atomicsnow.com](http://www.atomicsnow.com). If you have any questions, you can also call the dedicated toll-free telephone number **(877) 789-5111** or email [qualityinfo.usa@salomon-sports.com](mailto:qualityinfo.usa@salomon-sports.com).

Please forward all other inquiries on this subject to the dedicated toll-free hotline: (877) 789-5111.

## 2–Step Toe Component Identification Process


### Salomon “LZ” / Atomic “Evox 2.8” / Atomic “FFG 8”

**BEFORE REMOVING THE TOE COMPONENT FROM THE SKI:**

**Step 1:** Check the Salomon binding for the “LZ” brand, or check the Atomic binding for the “Evox 2.8” or “FFG 8” brand. Referring to the pictures and markings indicated on the pages below, answer the following question:

Is the binding a **SALOMON**  branded model LZ 7, LZ 8, LZ 9, J LZ 9, LZ 7 SR, LZ 8 SR, or LZ 8 SC?

- or -

Is the binding an  **ATOMIC** branded model Evox 2.8, Evox 2.8+, Evox 2.8++, or FFG 8?

**YES** – Then, please proceed to **Step 2**.

**NO** – The toe component of this binding is **NOT** subject to this recall.

## Salomon LZ



**LZ marking**



**No screw**



**Din scale up to 7, 8, or 9**



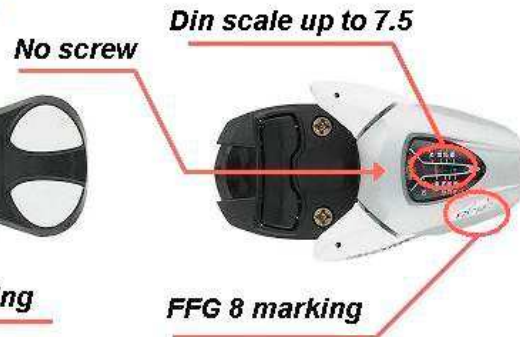
**Salomon marking**

[Please see the following page for the Atomic Evox 2.8 and FFG 8 binding markings]

## Atomic Evox 2.8



## Atomic FFG 8



**Step 2:** (If answered "YES" to **Step 1**) Inspect the toe component for a production date code found on the center plate where the toe of the ski boot contacts the toe component, as indicated in the following picture.



**PRODUCTION DATE CODE LOCATION**

Does the production date code end in the number "8" (for 2008)?

**YES** – The toe component of this binding **IS** subject to recall.

**NO** – This binding is **NOT** subject to the recall.

If the toe component of the binding **IS** subject to the recall, then:

- **Consumers** should NOT DISASSEMBLE the bindings. Consumers should bring the bindings to an authorized Salomon USA Ski Dealer (for Salomon LZ bindings) or an authorized Atomic USA Ski Dealer (for Atomic Evox 2.8, or FFG 8 bindings), and the authorized dealer will follow the recall procedures and replace the toe component of the binding.
- **Authorized Dealers** should follow items 3-8 at the end of the Dealer Guidelines, which have been sent to authorized dealers.