

November 18, 2002

Mr. David Johnson
ABC Manufacturing Company
312 Main Street
Weehawken, NJ 07086

Dear David:

Thank you for the opportunity to evaluate the 27" Men's 21-speed bicycle, model # 2435-A. After review of the assembly, setup and usage instructions, I recommend the following changes be made.

Assembly Instructions

- Pg. 3, Required Tools List: A Phillips-head screwdriver is not listed. This is required for assembly.
- Pg. 5, 2nd ¶: "sadle" is misspelled; the correct spelling is "saddle".
- Pg. 7, 1st ¶: "well oiled" should be hyphenated, "well-oiled".
- Pg. 7, 3rd ¶: "careful to oil not on brake pad" should be translated "be careful to not allow oil to contact the brake pads." Also, I would suggest adding a cautionary statement to remove the oil should the brake pads be contaminated, i.e. "Be careful to remove oil from brake pads with a clean cloth moistened with Naptha or mineral spirits, in a well-ventilated area."

Owner's Manual

- Pg. 6, 2nd ¶: the text should be consistent and read either 'Hybrid, Cross Terrain or Fitness Bike' or 'Hybrid Bike, Cross Terrain Bike or Fitness Bike'. Also, Cross Terrain technically should be hyphenated, though it is optional in this context.
- Pg. 13, 4th ¶: 'its' should be hyphenated 'it's' as it is a contraction rather than possessive.
- Pg. 26, last ¶: the 'caution' symbol is upside down.
- Pg. 42, figure F: though the text is referring to the front brake assembly, the rear brake assembly is indicated in the picture.
- Pg. 76: the customer support number is listed incorrectly with a "674" prefix; it should be "647".

Final Recommendations

Overall, the assembly instructions and owner's manual are clear and intuitive. I would only recommend that they be printed with darker text and graphics as much of the text and many illustrations were too faint, requiring extra effort to read.

Should you have any questions regarding the content of this letter, please don't hesitate to contact me.

All the best,

Rick Van Schoick