

November 17, 1999 Bike Memo

DATE: NOVEMBER 17, 1999
TO: ODYSSEY 2000® REGISTERED RIDERS
FROM: TIM KNEELAND & ASSOCIATES, INC.
RE: BIKE FRUSTRATIONS

Bike challenges

KAREN-ANN AND I JUST ARRIVED IN LUXEMBOURG AND WANTED TO DROP A SHORT NOTE TO EVERYONE REASSURING YOU WE ARE DOING EVERYTHING IN OUR POWER TO GET THE BIKES SORTED OUT AND IN EVERYONE'S HANDS ASAP. WE RECOGNIZE THAT THE DELAYS MANY OF YOU ARE EXPERIENCING ARE EXTREMELY FRUSTRATING.

REST ASSURED, EVERYONE AT TK&A FEELS AWFUL ABOUT THESE DELAYS. NONE OF US ENJOY MISSING AN IMPORTANT TARGET DATE, TAKING CALLS FROM UPSET ODYSSEY RIDERS, OR LOSING SO MUCH VALUABLE TIME DEALING WITH WHAT WE HOPED WOULD BE A RELATIVELY SMOOTH PROCESS. ALL OF US ARE EXCITED ABOUT THE BEGINNING OF ODYSSEY AND WOULD LIKE TO RETURN OUR FOCUS TO GETTING THE LOGISTICS OF THE LARGEST BIKE RIDE IN HISTORY IN ORDER.

IT IS UNFORTUNATE, BUT RALEIGH HAS HAD SEVERAL CHALLENGES IN GETTING THE BIKES IN YOUR HANDS. BESIDES THE TAIWAN WEATHER RELATED DELAYS IN GETTING THE FRAMES TO THE USA, RALEIGH HAS ALSO EXPERIENCED UNEXPECTED SHIPPING DELAYS ACROSS THE COUNTRY AND EVEN SOME DEALER DELAYS IN BUILDING AND DELIVERING THE BIKES.

WHILE WE SORT THIS OUT, PLEASE BE AS PATIENT AS POSSIBLE. SEVERAL DOZEN EXCITED ODYSSEY RIDERS HAVE ALREADY RECEIVED THEIR NEW BIKES AND MANY MORE ARE DELIVERED EVERY DAY. ONCE YOU RECEIVE IT, ENJOY IT TO THE MAX.

THANKS FOR YOUR UNDERSTANDING AND PATIENCE.

TIM, KAREN-ANN, BRIT-SIMONE AND THE REST OF TK&A'S OFFICE TEAM