

Fly E-Bike Inc.  
136-40 39th Ave,  
Suite 202  
Flushing, New York 11354

**IMPORTANT SAFETY RECALL INFORMATION**



U.S. Department of  
Transportation

Issued in Accordance  
With Federal Law



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US POSTAGE

SAFETY RECALL NOTICE



# IMPORTANT SAFETY RECALL

This notice applies to your 2022-2024 Fly-10 Motorcycle Vehicle Identification Number (VIN): [REDACTED]

March 2026

RE: Safety Recall – Motorcycle Brake Systems and Motorcycle Controls and Displays

Model Year/Vehicle Affected: 2022-2024 Fly E-Bike FLY-10

2024 FWMOTO FLY-10

National Highway Traffic Safety Administration Recall Numbers: 26V035 & 26V036

Dear Fly-10 Owner:

This notice is sent to you in accordance with the *National Traffic and Motor Vehicle Safety Act*. Fly E-Bike Inc. has decided that certain 2024 FWMOTO and 2022-2024 Fly E-Bike Fly-10 motorcycles fail to comply with Federal Motor Vehicle Safety Standards (FMVSS) 122, “Motorcycle Brake Systems” and 123, “Motorcycle Controls and Displays.”

## Why does this apply to your motorcycle?

Our records indicate that you are the registered owner of a Fly-10 motorcycle affected by the following noncompliance conditions.

## What is the concern and what will Fly E-Bike do?

Specifically, the brake system may not meet the minimum stopping distance and could reduce the operator’s ability to control or stop the motorcycle, increasing the risk of crash, which could result in serious injury or death.

Additionally, the rear wheel hub of your motorcycle might not contain the required Department of Transportation (DOT) marking. Improperly identified wheel hub assemblies may be assembled or installed incorrectly, increasing the risk of a crash, which could result in serious injury or death.

Fly E-Bike Inc. will either repair your motorcycle, by replacing the affected components, at no charge to you. To the extent that component replacements are not available, Fly E-Bike Inc., will offer you a refund or other compensation based upon the motorcycle purchase date. Motorcycle owners will be notified by mail and/or email and instructions for replacement or arrangement of a refund will be provided.

## What should you do?

Please contact Fly E-Bike Customer Service at 646-961-5177 and provide your Vehicle Identification Number (VIN), and receipt of purchase as soon as possible to schedule an appointment to have your motorcycle repaired or your purchase refunded. You may contact us at:

Fly E-Bike Inc. Customer Service  
[Support@flyebike.com](mailto:Support@flyebike.com)  
[www.flyebike.com](http://www.flyebike.com)  
136-40 39<sup>th</sup> Ave, Suite 202  
Flushing, New York 11354

Please bring this letter with you, along with your receipt of purchase, when you bring your motorcycle in for service. The repair should take approximately 10-15 days, but additional time may be required depending on service center scheduling.

**What if you no longer own this motorcycle?**

If you are no longer the owner of this motorcycle, Fly E-Bike Inc., would appreciate the name and address of the new owner (if known); please fill out and return the enclosed return postage paid card.

**What if you have further questions?**

If you have questions or concerns, please contact Fly E-Bike Inc., at 646-961-5177 or [support@flyebike.com](mailto:support@flyebike.com) and one of our representatives will be happy to assist you.

Should you need to contact Fly E-Bike Inc., by mail, please use the following address:

136-40 39<sup>th</sup> Ave, Suite 202  
Flushing, New York 11354

If you are having difficulty getting your motorcycle repaired or refunded in a reasonable time, you may write to:

Administrator, National Highway Traffic Safety Administration  
1200 New Jersey Avenue, S.E.  
Washington, D.C. 20590

Or you may call the Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <https://www.nhtsa.gov>.

Federal law requires that you forward a copy of this safety recall notice to the lessee within 10 days.

We apologize for any inconvenience this recall may cause you. The safety of our customers is our highest priority, and we are committed to resolving this matter promptly.

Sincerely,

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Fly E-Bike, Inc.

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**IMPORTANT: PLEASE DO NOT DISCARD THIS NOTICE**

For more information on this or other recalls, you may visit the NHTSA website at <https://www.nhtsa.gov> and search by your VIN or by NHTSA Recall Number 26V035 or 26V036.