



April 15, 2022

Attention NIU scooter owner,

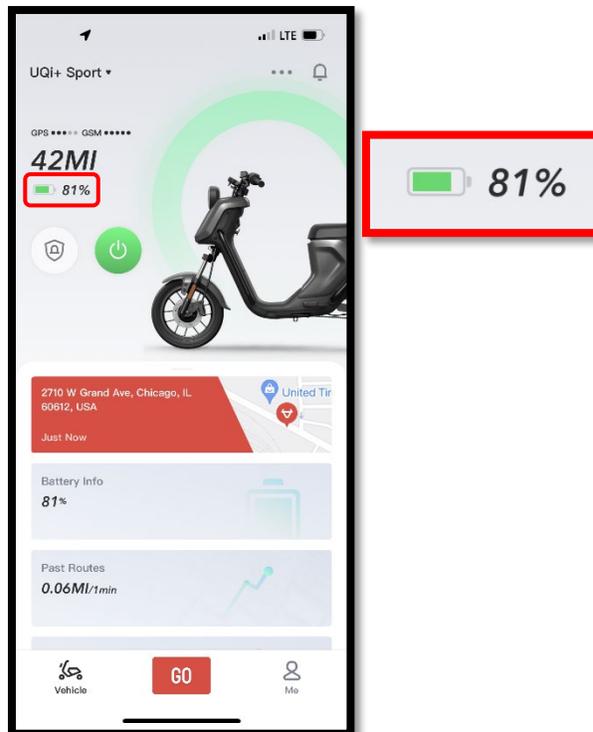
Connectivity is central to the experience of owning and riding a NIU scooter. Cellular technology is progressing rapidly, and service providers are decommissioning outdated cell towers to make room for new ones. As such, an over-the-air update is required to maintain your scooter's wireless functionality. Instructions to facilitate the software update at your convenience are provided below.

This over-the-air update is provided free of charge. Please note that this update must be completed prior to June 1, 2022, to maintain connectivity. Scooters not updated by this date will lose GPS tracking and other app functionality. After June 1, 2022, only NIU scooter dealers will be able to update your scooter via a diagnostic controller. Please note: the dealer reserves the right to charge you for this service after June 1st. Failure to complete this update will not affect the rideability of the scooter but will eliminate connectivity and app control.

Please note: screenshots have been included to aid in the process. The interface on your device may look slightly different, depending on your device. Please contact your dealer if you have any questions.

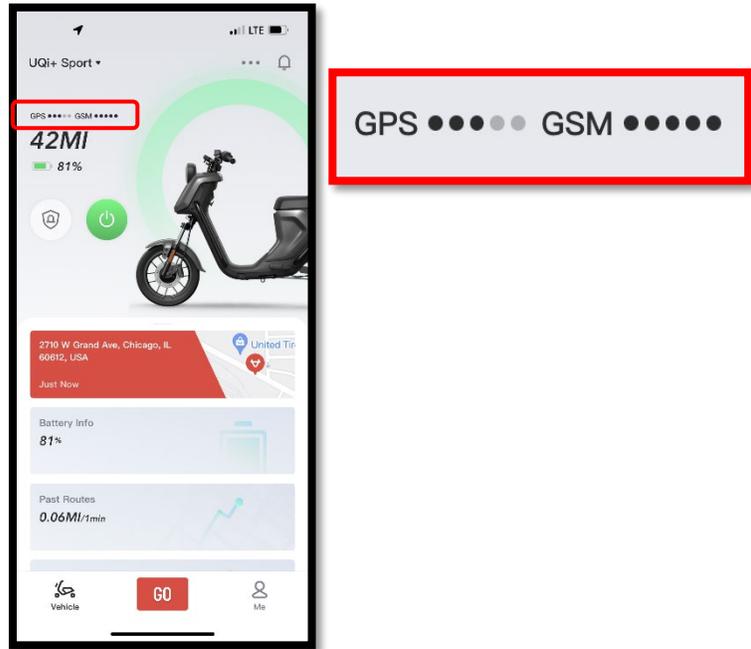
Please follow the instructions below to update your NIU scooter remotely free of charge:

1. Ensure that your NIU scooter battery is plugged in to the scooter and charged to 80% or greater.

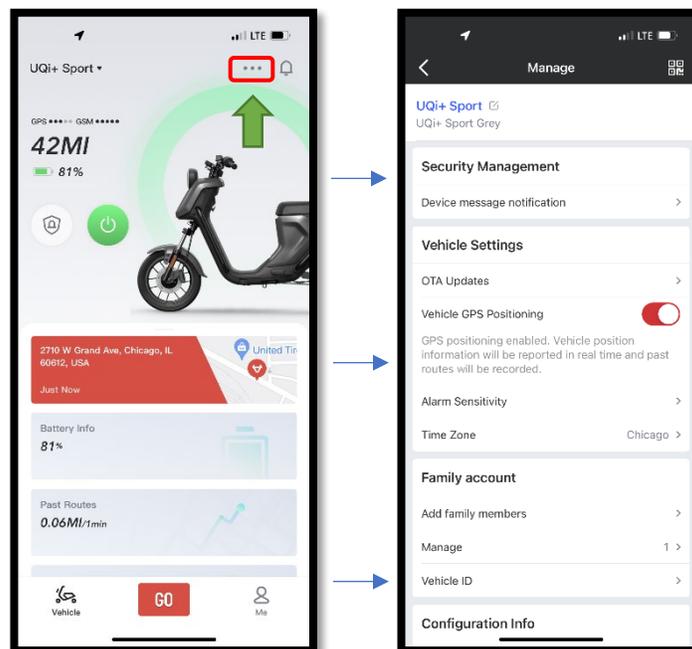




2. Park your scooter in an open environment and open the NIU application on your connected mobile device to confirm the scooter's level of connectivity. You should see multiple black dots indicating acceptable service level. If either the GSM or LTE show only grey circles, please move the scooter to a different location and check again.

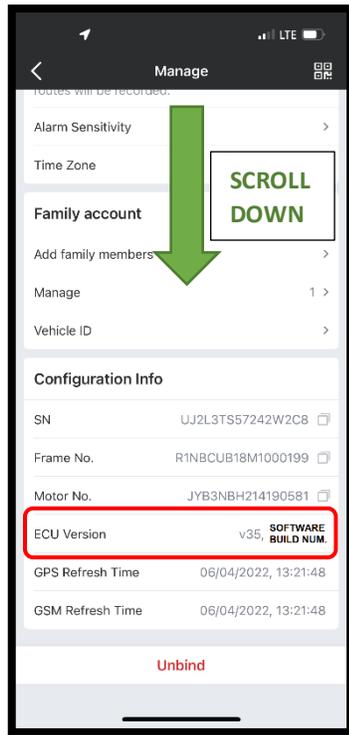


3. With the scooter battery installed and a strong connection confirmed, select the three dots ("...") in the upper right hand corner of the app to open the "Manage" interface.



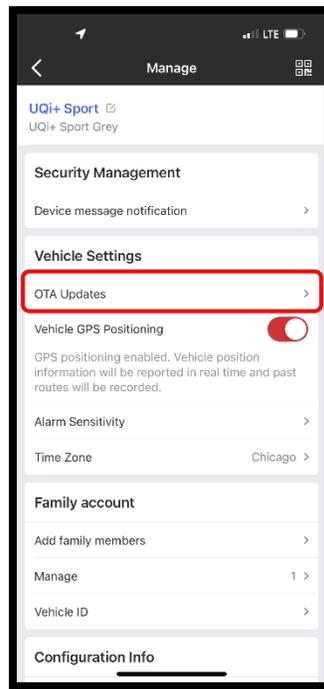


4. On the next screen, scroll to the bottom of the screen and locate the “ECU Version” information in the “Configuration Info” menu. Follow the steps below regarding your ECU version and software build:
 - a. If your scooter ECU version notes **v35** and lists the software build number **VLQ13V08**, your scooter is up to date and no further action is required.
 - b. If your scooter ECU version notes **U3**, and lists a software build number **TRA01B22** or **TRA01E23**, your scooter is up to date and no further action is required.
 - c. If your scooter lists either **v35** or **U3**, but your software build number does not match any of those listed above, please follow steps 5 - 7 below.

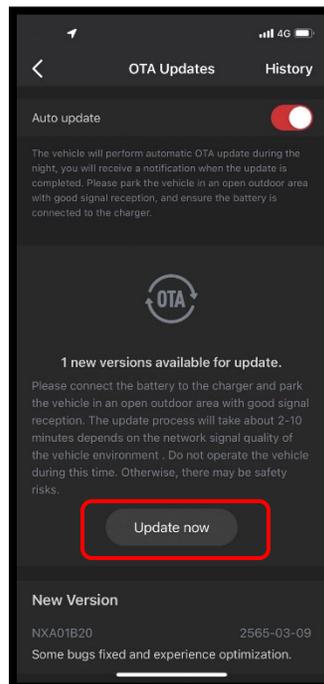




5. Scroll back up to the “Vehicle Settings” still inside the “Manage” interface and tap on “OTA Updates.”

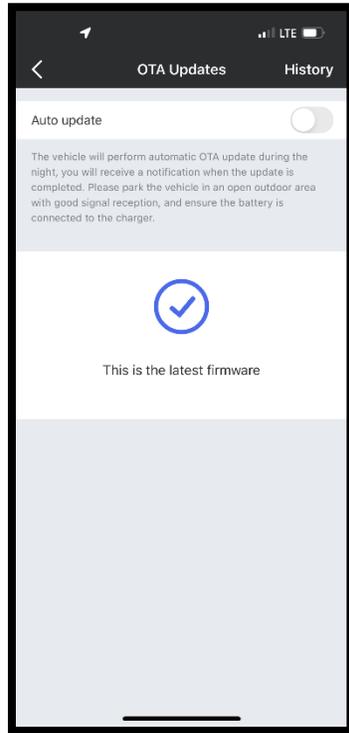


6. On the OTA Update menu, select ‘**Update now**’ and allow the software to download and install. This process should take between 5 and 10 minutes.





7. When the software update has completed, navigate back to the Manage interface and verify the software build number now matches those noted in steps 4.a or 4.b.



For questions regarding this process, please contact your authorized NIU dealer.

Sincerely,

NIU & Genuine Scooters