



SB 24-001 – January 5th, 2024

Dear Ryvid Anthem Customer,

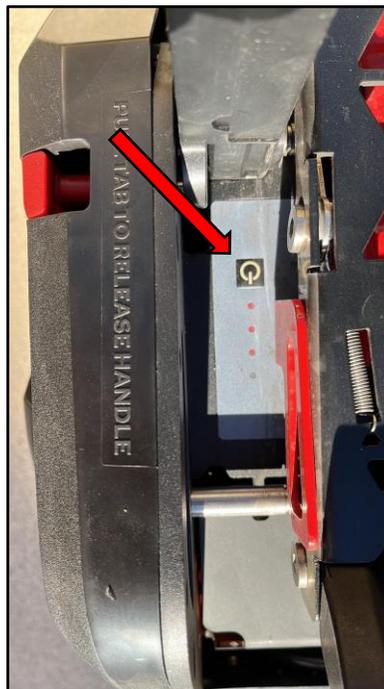
It has come to our attention that there is a minor issue with our battery firmware, that may necessitate a battery reset. There is no safety risk with this issue, but it could be a small inconvenience. We are working on an update and have provided the following instructions should you encounter the problem in the meantime.

You will become aware of this issue due to one of the following scenarios:

- After riding the bike and powering off and/or charging normally, you return to the Anthem, when powering on you can hear a sound, and the button lights up, but the display doesn't power on and the bike is unresponsive to any control inputs.
- Upon powering on the Anthem, you observe that the state of charge reads normally, then suddenly drops to zero, preventing the motorcycle from operating.

To resolve the issue, a simple battery reset is required, to perform the reset:

- Remove the battery from your Anthem. (See page 55 of the Owner's manual for the battery removal process)
- Pull the red release tab and lift up the transport handle.
- Locate the battery power button on the top of the battery, beneath the transport handle.



- Press and hold the battery power button for 50 seconds.
- The battery indicator LEDs will flash green when released, the battery resets.
- Reinstall the battery in the Anthem, you should be ready to ride.

If you have any questions, or you are experiencing an issue other than the one described above, please contact service@ryvid.com and we will be happy to assist you.

Kind Regards,

Matt Irish

A handwritten signature in black ink, appearing to read "Matt Irish", with a long horizontal flourish extending to the right.

Director of Aftersales