



SB 24-002 – February 29th, 2024

Dear Ryvid Anthem Customer,

It has come to our attention that there may be an issue with the motor on your Ryvid Anthem. A small batch of our motors were shipped with the incorrect preload washer installed. This incorrect preload can lead to premature bearing failure within the motor.

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

- The Anthem exhibits a scraping or squeaking noise, emanating from the motor or belt drive area.
- Unusual or newly developed vibration and sound are coming from the motor or belt drive area.

To resolve the issue, Ryvid will be replacing your motor. A Ryvid service technician will contact you directly in the coming days to schedule your replacement.

In the meantime, please minimize your use of the Anthem, and pay close attention to the drivetrain. If you experience any of the symptoms outlined above, please contact us immediately and discontinue riding until the repair is made.

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', is positioned below the printed name.

Director of Aftersales