



May 30th, 2024

Dear Ryvid Anthem Customer,

In March, Ryvid communicated that a new firmware update was pending for the Anthem battery. It was our intention to update the batteries using a remote method, however it has proved to be difficult to execute.

We are currently planning to update all bikes directly in person. While we're updating the battery firmware, we will give your Anthem a complete overall check and talk with you about some exciting new things in the works at Ryvid, and how you can be more involved if you're interested.

Also, you were among those who purchased the Power Controller Upgrade. We apologize for the delay related to your order. There is a critical part that comes in the upgrade kit which has been continuously delayed by our vendor.

Due to this ongoing delay and because the installation is more advanced than anticipated, we'd like to offer a complimentary installation during your service appointment by one of our technicians. After the installation we will fully test your motorcycle to ensure the system is working smoothly.

A Ryvid technician will be in touch in the next few weeks to arrange for your service. Once we make an appointment, we'll follow-up 48 hours before the visit, to make sure someone is available to meet the technician.

The installation process is involved and could take a couple of hours. Please arrange with the technician for an indoor space to work if possible.

If you have any questions, 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 stylized flourish at the end.

Director of Aftersales