



June 2<sup>nd</sup>, 2025

Subject: **Safety Recall Notice 2020, 2021 and 2022 Model Year Vida E+ Update**

Dear Momentum Customer,

This important message is in regard to the Vida E+ bicycle you purchased through Giant Bicycle Canada Inc. Momentum website or an authorized Giant retailer. While you may have already received communication from your local retailer, we are following up to ensure you are aware of a potential safety issue regarding your Vida E+ bicycle and ask that **you stop riding the bike immediately.**

Following the initial notice regarding the Stop Sale of the 2020, 2021, and 2022 model year Vida E+, please find below an update on the fork replacement program.

This issue only affects Vida E+ model e-bicycles and after further investigation, not all Vida E+ model e-bicycles are affected. The following guidance information explains how to determine whether your bicycle is affected or not.

The frame serial number on your bicycle is engraved into the lower left dropout. Looking at that serial number, please use the following information to determine if your bicycle is affected:



- **Unaffected Forks:** Bikes with a frame serial number in which the third character is E or F are *not affected* and require no action. You are free to ride your bike.
- **Forks Requiring Further Inspection:** Bikes with a frame serial number in which the third character is G require *additional visual inspection* to determine fork status. This visual inspection will be done free of charge by your authorized Giant Bicycle dealer, who will determine if the fork needs to be replaced.
- **Affected Forks:** Bikes with a frame serial number in which the third character is H, J or K must have their forks replaced.



Frame Serial number 3rd character	Remark
E	Unaffected - fork does not require replacement
F	Unaffected - fork does not require replacement
G	Fork require further inspection
H	Affected - fork requires replacement
J	Affected - fork requires replacement
K	Affected - fork requires replacement

Giant Bicycle Canada Inc.'s top priority is the safety and satisfaction of our riders. We are **voluntarily recalling** the affected bicycles so that the **fork can be inspected and, if necessary, replaced** at no cost to you.

If you own a Momentum Vida E+ model e-bicycle, and after you have checked the serial number on your bicycle as indicated above and found it is affected or potentially affected, please contact the **authorized Giant/Momentum retailer** where you purchased your bike to arrange for **free inspection and, if necessary, fork replacement**.

**Please do not ride your bicycle until you have used the above information to check your bicycle frame serial number and, if necessary, have had the fork inspected and, if necessary, replaced.**

We sincerely apologize for this inconvenience and thank you for your immediate attention to this important safety matter. Your safety is our highest priority.

Sincerely,