



May 9th, 2025

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

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.**

It has come to Giant Bicycle Canada Inc.'s attention that the steerer tube on the fork on the 2020, 2021 and 2022 model year Momentum Vida E+ model e-bicycles may not meet Giant Bicycle's strict quality standards and as a result, there is a potential for the steerer tube on the front fork to fracture, which could result in an accident.

Giant Bicycle Canada Inc's first priority is to the safety and satisfaction of our riders and out of an abundance of caution, Giant Bicycle Canada Inc, is working on replacing all the forks on the affected bikes.

Giant Bicycle Canada Inc. will provide you with further information regarding this corrective action program as soon as possible.

At this time it is not necessary to bring your bike back to an authorized Giant retailer. Please wait for further communication on how to remedy the potential safety hazard and please **stop riding your bike immediately.**

Thank you for your immediate attention to this important notice. We know it is inconvenient not to be able to ride your bike and we sincerely apologize for this inconvenience.