

SAFETY RECALL NOTICE

1st Gen Turbo Levo / Kenevo Battery Packs



This is a Safety Recall Notice regarding a small number of battery packs sold as original equipment on and as aftermarket equipment for use with 1st Gen Turbo Levo and Kenevo electric mountain bikes, manufactured between November 2017 and March 2019. For more information on how to determine whether your battery pack is affected, please either contact your nearest Authorized Specialized Retailer or visit www.specialized.com/safety-notices.

Hazard: Repeated pressure washing can cause conductive water to penetrate the seal around the Control Pad which can trigger a short circuit and lead to a thermal runaway event, posing fire and burn hazards.

Remedy: Go to your nearest Authorized Specialized Retailer for an inspection and repair of the battery pack. Do not charge the battery pack until your Authorized Specialized Retailer has repaired it. If your battery pack has 50% or more charge, you should ride your bike as soon as possible and reduce the charge to less than 50% before bringing it to your retailer. For inquiries, call Specialized Rider Care at:

0800 562 046

or online at www.specialized.com/safety-notices

Post until September 25, 2021

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