

## Retailer Bulletin

### E-Caliber pedal-assist issue

The pedal-assist may intermittently stop working on some E-Caliber bicycles. Follow the steps in this bulletin if an E-Caliber bicycle is having this issue.

The speed sensor can count double or triple the revolutions of the back wheel. The magnetic field can come too close to the speed sensor and the Fazua system is not able to filter out the error.

#### Models affected

- 2021 E-Caliber (all models)

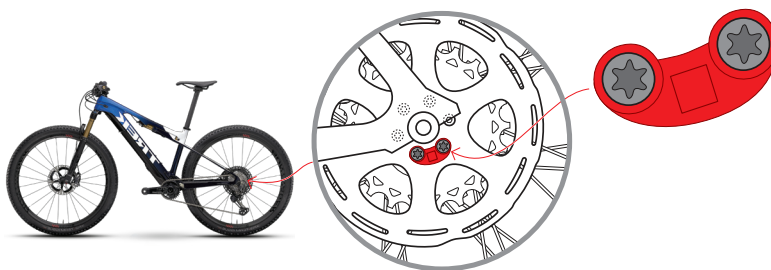


#### Tools required

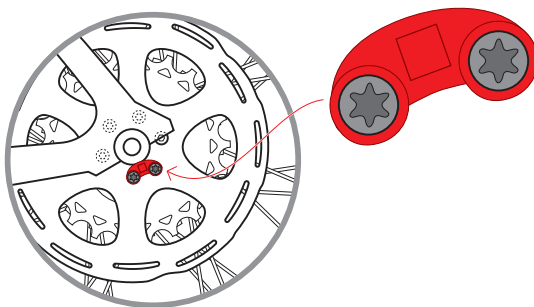
- T25 Torx drive screwdriver

#### What you should do

1. Remove the magnet.



2. Flip the magnet around and reinstall it.



3. Test the bicycle to make sure the pedal-assist is working properly. If the pedal-assist is still not working properly, contact Trek Customer Care. The placement of the speed sensor may need adjustment.

#### What Trek is doing

Trek is working with Fazua to provide a software update that will fix this issue. For additional support, please contact Trek Customer Care.