



31st July 2020

The Best Bike Repair Is No Bike Repair: New Extended Warranty and Firmware Update for all model year 2019/20 Levo FSR & 2020 Kenevo

For any rider, the best kind of bike repair is no bike repair – that’s our goal. If one of our bikes has let you down when you were counting on it, we’re not ok with that and we’ll make it right. Period.

Our job is to make bikes that give riders the absolute best in performance and reliability. The Specialized Turbo Levo & Turbo Kenevo have delivered on this promise for hundreds of thousands of riders across millions of km/mi around the globe. Innovation at Specialized will never stop. When we find a way to make a bike better, we do it as soon as possible. We make dozens of small improvements to our bikes and mobile apps on a rolling basis - it’s what allows us to deliver riders the very best, often before it is available elsewhere.

Some time ago, it came to our attention that we were experiencing a small but unacceptable number of early-life failures in some of our Model Year 2019/20 Levo and 2020 Kenevo motors. Since then, we have worked relentlessly to drive a number of improvements to eliminate any issues. These have included steps to reduce noise, fitting a stronger belt, updates to the freewheel assembly and further optimizations to address strength and overall reliability.

All of these hardware-based improvements are featured on motors fitted to Model Year 2021 Levo & Kenevo. To ensure peace of mind for you as a rider, we’re **extending the motor warranty on impacted bikes from 2 to 4 years for all owners of Model Year 2019/20 Levo FSR and 2020 Kenevo** from the date of purchase. This warranty is transferable should you decide to sell your bike.

Recently, we also identified a bug in the 2.1 motor firmware which has contributed to belt failures. In response we’ve just released a new version of motor firmware that improves belt reliability without compromising power or performance. We strongly recommend that you update your motor firmware by arranging a service visit with your local retailer.

There is nothing further you need to do in order to activate your extended motor warranty, however we strongly recommend you to register your Turbo bike on Mission Control to access future updates and alerts about your bike (*go to ‘DIAGNOSE’ ⇒ ‘REGISTER’*). Should you have any questions please do not hesitate to get in touch with your local retailer.

Thanks for your continued support and commitment.

Mike Sinyard – Founder and CEO