



Service Bulletin, Feb 12, 2021

Dear Niner Bikes Retailers and Riders:

It has come to our attention that our MY20 RIP e9 and WFO e9 (E-MTBs) were assembled using the incorrect size lower eyelet hardware on the rear shock. The incorrect size hardware does not cause any safety concerns or decreased ride quality but does need to be corrected to prolong durability of the suspension components. The affected bikes are easy to identify as they are assembled with either the RockShox SuperDeluxe Select Plus (RIP e9) or RockShox SuperDeluxe Coil Select (WFO e9) rear shocks. The hardware installation does require the shock to be removed from the bike and the lower shock eyelet spacer replaced with the correct one provided by Niner. We have also included a replacement shock bolt that should be installed as well. The process should be performed by an Authorized Niner Dealer and should take about 10-15 minutes total. We apologize for any inconvenience caused and we hope you can get back to riding your Niner E-Bike as soon as possible.

Thank you,

Niner Bikes



Shock eyelet hardware installation instructions:

- https://www.servicearchive.sram.com/sites/default/files/techdocs/95.4118.001.000_rev_c_user_manual_rear_suspension.pdf
- <https://www.ridefox.com/fox17/help.php?m=bike&id=251> [FOX rear shocks are not included in this service bulletin, however their instruction for the service procedure of replacing shock eyelet bushings in general is relevant.]