



March 20, 2025

Dear Costco Member,

Costco records indicate that you, or one of your add-on members, have purchased Item 1567456, Segway Ninebot Electric Kickscooter Max G30LP between August 2021 and September 2022 .



At Segway, your safety and riding experience are our top priorities. In cooperation with the U.S. Consumer Product Safety Commission (CPSC), we are conducting a proactive maintenance recall for the Max G30LP KickScooter due to risk of the folding mechanism failure, which can pose a fall hazard.

**What You Need to Do:**

- Check Your Scooter – Before your next ride, inspect the folding mechanism to ensure it is secure and properly tightened. If the folding mechanism is loose, do not ride the scooter until it has been adjusted.
- Request Your Free Kit – Visit <https://service.segway.com/us-en/recall> or contact us at [recall@segway.com](mailto:recall@segway.com) / 1-800-914-6110 to request your self-maintenance kit.
- Follow the Easy Steps – The kit includes clear instructions to help you check and maintain your scooter's folding mechanism quickly and easily. A video tutorial is also available at <https://z.ninebot.com/url/743>. A written tutorial is available at: <https://z.ninebot.com/url/773> .

Please contact Segway at 1-800-914-6110 (from 5:30 a.m. to 5 p.m. PT Monday through Friday); [recall@segway.com](mailto:recall@segway.com), if you have any issues or concerns. For more details and support, please visit <https://service.segway.com/us-en/g30RecallNotice> .

Thank you

Segway Inc  
Legal Department

Post until 7/19/25