



Rider Scooter Trouble-Shooting Procedures

Won't Start:

1. Is your key turned on?
2. Is your right handle-bar ignition switch is on?
3. Check Kill Switch - the yellow safety toggle switch under the seat in the on position.
4. When you hit the starter does the engine turn over?
 - a. No - then you likely have a dead battery -Connect to Trickle charger - check the voltage reading on the charger. You need a minimum charge of 12 volts to start.
 1. Still won't start - contact MyCityRides to discuss next steps
 - b. Yes, but it doesn't start – check your fuel level, add gas if needed
 1. Still won't start - contact MyCityRides to discuss next steps

Flat tire:

1. Can you check the air? Is it sitting on the rim or just “squishy”
Optimal air pressure is 25-28lbs
2. Can you hear a leak? (if so, please don't ride it.)
Arrange for a tow/pick-up to get it to a shop and change the tire
MyCityRides: M-F 9-5p.m. – 376 N. Cleveland, Memphis, TN 38104
The Hub: M-F 8-5p.m. - 2200 York Ave, Memphis, TN 38104
Bellevue: T-F 9-6, Sat. 9-4p.m. - 2691 Mt Moriah Rd, Memphis, TN 38115

Wreck:

1. Minor, Single vehicle
 1. If someone's hurt, call 911
 2. Call your insurance agent
 - Steve Howell TN: [901-751-4577](tel:901-751-4577) ext 236
 - Julie Mayfield MS: [901-432-2007](tel:901-432-2007)
 3. Call MyCityRides to schedule a time for the team to inspect the scooter [901-443-5160](tel:901-443-5160)

Stolen:

1. Have you contacted the police?
2. Contact MyCityRides and we will attempt to locate the bike by GPS

MyCityRides must be notified of any accident within 24 hours by calling 901-443-5160. MyCityRides is not responsible for accident related repairs, towing, or lost or stolen equipment.