

Part 573 Safety Recall Report

21V-261

Manufacturer Name : Tropos Technologies, Inc.**Submission Date :** APR 13, 2021**NHTSA Recall No. :** 21V-261**Manufacturer Recall No. :** TRO-21-02**Manufacturer Information :**

Manufacturer Name : Tropos Technologies, Inc.

Address : 16890 Church Street

Building 1 Morgan Hill CA 95037

Company phone : 408-571-6104

Population :

Number of potentially involved : 72

Estimated percentage with defect : 9 %

Vehicle Information :

Vehicle 1 : 2019-2019 TROPOS ABLE ST

Vehicle Type : LOW VOLUME VEHICLES

Body Style : OTHER

Power Train : HYBRID ELECTRIC

Descriptive Information : The recall population was determined by the type of motor controller that was installed in the vehicle. The affected population has the same firmware installed in the motor controller that was found to cause a speed of approximately 42 kmh with specific tires installed. All vehicles that have the same generation motor controller and the same firmware have been included in the recall population. The recalled products differ from the products not included in the recall due to the type of firmware installed on the motor controller.

Production Dates : MAR 15, 2018 - DEC 31, 2019

VIN Range 1 : Begin : 7JMABAAA1KM000295 End : 7JMAAAAA9KM000449 Not sequential**Description of Noncompliance :**

Description of the Noncompliance : The vehicles may be able exceed the 40km/h maximum permissible speed to be classified as a low-speed vehicle.

FMVSS 1 : 500 - Low speed vehicles

FMVSS 2 : NR

Description of the Safety Risk : Vehicle Exceeds Maximum Speed/FMVSS 500
A low speed vehicle than can exceed 40 km/h, increases the risk of injury in the event of a crash.

Description of the Cause : Incorrect vehicle controller software

Identification of Any Warning that can Occur : NONE

Involved Components :

Component Name 1 : GLB AC Indrive II Motor Controller

Component Description : Controllers power delivery and output of the drive motor

Component Part Number : ACL9635XF-01

Supplier Identification :

Component Manufacturer

Name : Hangzhou Boost Technology Co.,Ltd

Address : 10F 3 Bldg Ziyumingfu 385 Kaixuan Rd
Jiangan Dist Hangzhou Foreign States 310020

Country : China

Chronology :

Laboratory Notice of Non-Compliance to OVSC was sent on to Tropos on (9/21/2020)

October 7th 2020: Miro Kefurt and Hector Moya have a long discussion on the issue.

October 8th 2020: Hector calls Ahmad Barnes from NHTSA asking questions about the test

This continues until October 27 when Hector leaves Tropos Technologies. Nick Hammond reaches out again to question the test.

November 4th, 2020: Ahmad responds informing that max sidewall pressure is the testing condition. (Also receive full copy of the test report). In discussing with Ahmad, there is a plan for Nick Hammond to travel to TRC to inspect the vehicle for hardware faults and retest.

November 30th 2020: Call with Tropos and Ahmad Barnes. There was a misunderstanding that the vehicle could be inspected for faults. Because NHTSA will not allow the vehicle to be inspected for faults and retested, the trip to Ohio is cancelled.

December 4th 2020: Tropos informs Ahmad Barnes that they plan to retest the vehicle as the results do not align with previous testing.

December 7th 2020: Discussions with TRC begin about retesting the vehicle. (Ahmad Barnes is present for entire email thread)

December 10th 2020: Ahmad Barnes asks for previous FMVSS 500 Documents (receives them same day)

December 15th 2020: Received a quote for testing of \$4600 to perform the top speed test. Discussion begins to reduce price.

December 22nd, 2020: Ahmad asks if there is an issue with the compliance test that was performed. Reaffirm that Tropos does have a problem with the test.

January 13th 2021: Receive retest quote for \$1300. Quote is accepted and payment begins.

January 18th 2021: Check is sent to TRC. Ahmad Barnes is updated on a new email thread that a retest will begin as soon as TRC receives payment.

January 28th 2021: TRC received a check but was sent to the wrong department. David Karls has been

informed that we have paid. Ahmad Barnes is notified again that we plan on retesting the vehicle because the result

Description of Remedy :

Description of Remedy Program :	DEFECTIVE MOTOR CONTROLLER FIRMWARE ALLOWS THE VEHICLE TO OVERSPEED. VEHICLES WITH THE AFFECTED MOTOR CONTROLLERS WILL HAVE AN UPDATE TO THE FIRMWARE OF THE MOTOR CONTROLLER. DEALERSHIPS WILL PROVIDE THE SERVICE, TROPOS TECHNOLOGIES INC. WILL PROVIDE THE TOOLS AND COMPENSATION FOR LABOR.
How Remedy Component Differs from Recalled Component :	THE REMEDY COMPONENTS (MOTOR CONTROLLER) HAVE DIFFERENT FIRMWARE INSTALLED THAN THE RECALLED COMPONENTS.
Identify How/When Recall Condition was Corrected in Production :	COMPONENTS (MOTOR CONTROLLER) HAVE DIFFERENT FIRMWARE INSTALLED THAN THE RECALLED COMPONENTS.

Recall Schedule :

Description of Recall Schedule :	NR
Planned Dealer Notification Date :	MAY 03, 2021 - MAY 05, 2021
Planned Owner Notification Date :	MAY 05, 2021 - MAY 07, 2021

* NR - Not Reported