

# Part 573 Safety Recall Report

# 21V-311

**Manufacturer Name :** Arcimoto Inc**Submission Date :** MAY 04, 2021**NHTSA Recall No. :** 21V-311**Manufacturer Recall No. :** NR**Manufacturer Information :**

Manufacturer Name : Arcimoto Inc

Address : 2034 W. 2nd Ave  
Eugene OR 97402

Company phone : 5416836293

**Population :**

Number of potentially involved : 261

Estimated percentage with defect : 100 %

**Vehicle Information :**

Vehicle 1 : 2019-2021 Arcimoto FUV

Vehicle Type : MOTORCYCLES

Body Style : OTHER

Power Train : HYBRID ELECTRIC

Descriptive Information : Affects fifty-seven (57) MY2019 T-FUV, one-hundred twenty-six (126) MY2020 T-FUV, and sixty-five (65) MY2021 T-FUV produced from 09/19/2019 through to 04/26/2021.

Production Dates : SEP 19, 2019 - APR 26, 2021

VIN Range 1 : Begin : 7F7ATR312LER00001 End : 7F7ATR310LER00126  Not sequentialVIN Range 2 : Begin : 7F7ATR310MER00001 End : 7F7ATR315MER00009  Not sequentialVIN Range 3 : Begin : 7F7ATR312KER00000 End : 7F7ATR317KER00056  Not sequentialVIN Range 4 : Begin : 7F7ATR313MER00011 End : 7F7ATR314MER00048  Not sequentialVIN Range 5 : Begin : 7F7ATR312MER00050 End : 7F7ATR313MER00056  Not sequentialVIN Range 6 : Begin : 7F7ATR319MER00059 End : 7F7ATR317MER00061  Not sequentialVIN Range 7 : Begin : 7F7ATR310MER00063 End : 7F7ATR31XMER00068  Not sequentialVIN Range 8 : Begin : 7F7ATR318MER00070 End : 7F7ATR318MER00070  Not sequential

Vehicle 2 : 2021-2021 Arcimoto Rapid Responder

Vehicle Type : MOTORCYCLES

Body Style : OTHER

Power Train : HYBRID ELECTRIC

Descriptive Information : Affects one (1) MY2021 E-Rapid Responder produced from 03/15/2021 through to 03/15/2021

Production Dates : MAR 15, 2021 - MAR 15, 2021

VIN Range 1 : Begin : 7F7AER318MER00001 End : 7F7AER318MER00001  Not sequential

Vehicle 3 : 2020-2020 Arcimoto Deliverator-1

Vehicle Type : MOTORCYCLES

Body Style : OTHER

Power Train : HYBRID ELECTRIC

Descriptive Information : Affects six (6) MY2020 D-Deliverator-1, produced from 01/30/2020 through to 10/19/2020

Production Dates : JAN 30, 2020 - OCT 19, 2020

VIN Range 1 : Begin : 7F7ADR316LER00001 End : 7F7ADR315LER00006  Not sequential

Vehicle 4 : 2020-2021 Arcimoto Roadster

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Affects four (4) MY2020 R-Roadster, two (2) MY2021 R-Roadster, produced from 11/30/2020 through to 02/18/2021.

Production Dates : NOV 30, 2020 - FEB 18, 2021

VIN Range 1 : Begin : 7F7ARR314LER00001 End : 7F7ARR31XLER00004  Not sequential

VIN Range 2 : Begin : 7F7ARR312MER00001 End : 7F7ARR314MER00002  Not sequential

## Description of Defect :

Description of the Defect : Due to an unintended software behavior, communication between inverters may time out.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If a specific inverter message times out, this will lead to the traction contactor opening, which will lead to unexpected battery shutdown and immediate loss of traction-power, which would make the vehicle more difficult to control and increase the likelihood of a crash.

Description of the Cause : (1) During use, cumulative CAN communication generated by Inverter2 exceeds short-term memory storage capability prior to being sent to Inverter1, resulting in missing frames of communication intended to be sent from Inverter2 to Inverter1.  
(2) Software/ firmware on vehicles subject to this recall are (a) intolerant to any missing frames, and (b) not allowed to disable Inverter2 so as to drive only with Inverter1, resulting in triggering a blocking fault and Inverter1 losing communication with Inverter2.  
(3) Lost communication between inverters will never be sent or received during the programmed allowed time period, resulting in the message timing out and traction contactor opening.

Identification of Any Warning that can Occur : None.

**Involved Components :**

Component Name 1 : NR

Component Description : NR

Component Part Number : NR

**Supplier Identification :****Component Manufacturer**

Name : Dana Inc. (formerly SME Group)

Address : Via della Tecnica, Z.I. 40  
Arzignano (VI) Foreign States 36071

Country : Italy

**Chronology :**

In late September 2019, Arcimoto received a verbal complaint regarding a vehicle that unexpectedly shut off, but was recoverable by cycling the ignition. Arcimoto immediately began researching the failure mode, identified vehicles affected, and was able to reproduce the fault as a function of inverter messages timing-out. It was determined motor inverters and software/ firmware were the sources of the failure mode, specifically (a) intolerant to any missing frames, (b) not allowed to disable a non-communicative inverter, and (c) low short-term memory storage capability. In mid October 2019 with the inverter supplier's preliminary support, a two-phase solution was initiated. The first phase modified both the frequency of these messages and the time-out period for these messages (a new "profile") and subsequently the time-out has not been reported or observed. The second phase was intended to be implemented as the permanent corrective action, which is a software/ firmware update from the inverter supplier to fix the timeout faults by addressing (a) and (b) above. The Engineering and Q&RA Departments presented research and analysis findings to Arcimoto executives on November 12, 2019, who subsequently decided on November 14, 2019 to validate findings of Safety issue from Engineering and Q&RA Departments, and notify NHTSA of a Safety Recall.

After consulting NHTSA in late 2020, the first phase was determined to be a stand-alone recall 19V834, and the second phase was agreed to be this recall, for a software upgrade to the original 19V834 recall. Extensive validation of prototype firmware remedy was performed from late 2020 to March 2021, application to inverter supplier for final production version of firmware remedy to be approved in May 2021.

## Description of Remedy :

**Description of Remedy Program :** Owners will be notified by mail and instructed to contact Arcimoto to schedule a service appointment to have their inverter software/ firmware reprogrammed. There will be no charge to vehicle owners for this service. To the best of our knowledge, no owners have incurred any costs resulting from this defect.

**How Remedy Component Differs from Recalled Component :** Arcimoto intends to implement a two-phase remedy program to robustly address the issue of inverter communication timing out. Phase One of the remedy program, already implemented on production vehicles, changes the inverter profile parameters by reducing the message-send frequency and reducing the time-out period for these messages. These two parameter changes are intended to eliminate a scenario where an inverter registers that no message has been received in a timely fashion and thus triggers the programmed fault response of opening the traction contactor and subsequent inverter shut down. Phase Two of the remedy program is a software upgrade that expands upon the code changes of the original 19V834 recall (first phase) by preventing the traction contactor opening fault response related to the subject message timeout, specifically: software/ firmware will be (a) tolerant to a certain amount of missing frames, and (b) allowed to disable a non-communicative inverter so as to drive with one inverter, resulting in preventing a blocking fault so messages do not time out and so traction contactor remains closed.

**Identify How/When Recall Condition was Corrected in Production :** Phase One: Per stand-alone recall 19V834, inverter programming on vehicles in production was updated with the new profile starting October 25, 2019.  
Phase Two: After consulting NHTSA, inverter programming on vehicles in production is anticipated to be upgraded with new software/ firmware by June 2021 or earlier.

## Recall Schedule :

**Description of Recall Schedule :** Arcimoto does not intend to send any dealer or distributor notifications, as it has neither dealers nor distributors at this time.

**Planned Dealer Notification Date :** NR - NR

**Planned Owner Notification Date :** MAY 12, 2021 - MAY 26, 2021

\* NR - Not Reported