

# Part 573 Safety Recall Report

## 22V-597

**Manufacturer Name :** Genuine Scooters, LLC**Submission Date :** AUG 17, 2022**NHTSA Recall No. :** 22V-597**Manufacturer Recall No. :** MQiGT EVO**Manufacturer Information :**

Manufacturer Name : Genuine Scooters, LLC

Address : 2700 W Grand Avenue

Chicago IL 60612

Company phone : 773-433-1316

**Population :**

Number of potentially involved : 38

Estimated percentage with defect : 100 %

**Vehicle Information :**

Vehicle 1 : 2022-2022 NIU MQiGT EVO

Vehicle Type : MOTORCYCLES

Body Style :

Power Train : NR

Descriptive Information : Genuine Scooters imported thirty-eight (38) of the MQiGT EVO scooters into the United States. This is a new model that was never imported prior to these thirty-eight units.

Production Dates : JAN 14, 2022 - JAN 20, 2022

VIN Range 1 : Begin : HA6MET5A3N3000031 End : HA6MET5A4N3000068 ☐ Not sequential**Description of Defect :**

Description of the Defect : During operation, loss of motor power to the scooter can occur without warning which could cause loss of control of the vehicle increasing chances of a crash.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Loss of motor power can increase the risk of an accident.

Description of the Cause : Firmware issue within the electric motor.

Identification of Any Warning NR  
that can Occur :

**Involved Components :**

Component Name 1 : Motor and Motor Software

Component Description : Motor

Component Part Number : NIU-10201197

### Supplier Identification :

#### Component Manufacturer

Name : Jiangsu NIU Electric Technology Co., LTD

Address : 387 Chang Ting Road West

Taihu Science and Technology Industrial Foreign States

Country : China

### Chronology :

Genuine Scooters, LLC received 8 complaints from dealers regarding motor fault code 123 with subsequent loss of motor power of the scooters. After discussions with the scooter manufacturer, NIU, it was determined that the motor firmware was causing the motor to stop operation unexpectedly.

### Description of Remedy :

Description of Remedy Program : Do Not Drive the Scooter. The scooter manufacturer, NIU and Genuine Scooters, LLC, are going to provide new motors with new firmware to all users.

How Remedy Component Differs from Recalled Component : The correct motor firmware is different from the one currently installed.

Identify How/When Recall Condition was Corrected in Production : Production was halted by the manufacturer. When it restarts, the correct Firmware will be installed.

### Recall Schedule :

Description of Recall Schedule : All Dealers received phone calls on 8/8/2022 - 8/12/2022. All consumers who provided email addresses were notified on 8/9/2022. All other consumers received phone calls on 8/9- 8/12.

Planned Dealer Notification Date : AUG 08, 2022 - AUG 19, 2022

Planned Owner Notification Date : AUG 09, 2022 - AUG 19, 2022

\* NR - Not Reported