

Part 573 Safety Recall Report

22V-597

Manufacturer Name : Genuine Scooters, LLC**Submission Date :** AUG 08, 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 and excessive handlebar vibration can occur on some units which could cause rider fatigue or 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, and excessive handlebar shake can increase the risk of an accident.

Description of the Cause : Firmware issue within the electric motor and unidentified chassis issue.

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. Genuine Scooters, LLC also received 3 complaints of excessive handlebar vibration while driving. After discussions with NIU, it was determined that the excessive handlebar vibration is caused by unknown factors at this point in time. Consequently, Genuine and NIU decided to conduct a recall.

Description of Remedy :

Description of Remedy Program : The scooter manufacturer, NIU and Genuine Scooters, LLC, are going to provide new motors with new firmware to all users and will provide revised chassis parts to resolve the excessive handlebar vibration once a final solution has been determined. Consumers can return their scooters for a full refund if they do not wish to wait for a final solution to remedy the handlebar vibration. If they are willing to wait, a \$500 payment will be issued to the consumer in recognition of their patience.

How Remedy Component Differs from Recalled Component : Motor firmware is different and undetermined chassis modifications will be made to remedy the handlebar vibration.

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

Recall Schedule :

Description of Recall Schedule : All Dealers received phone calls on 8/8/2022 - 8/12/2022. All

<p>Planned Dealer Notification Date :</p> <p>Planned Owner Notification Date :</p>	<p>consumers who provided email addresses were notified on 8/9/2022. All other consumers received phone calls on 8/9- 8/12.</p> <p>AUG 08, 2022 - AUG 12, 2022</p> <p>AUG 09, 2022 - AUG 12, 2022</p>
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* NR - Not Reported