



2700 W. Grand Avenue Chicago, IL 60612 | recall@genuinescooters.com | www.genuinescooters.com

IMPORTANT SAFETY RECALL

Recall Number: **22V597 and 22V629**

This notice applies to your vehicle: [Insert VIN Number]

Dear: [Insert Name]:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

In conjunction with Jiangsu NIU Technology Co., LTD, Genuine Scooters, LLC has decided that a defect which relates to motor vehicle safety exists in all 2022 NIU MQiGT EVO scooters.

The motor on your 2022 NIU MQiGT EVO scooter may have defective firmware. If the firmware is defective, you may unexpectedly lose motor power to your scooter, increasing the risk of a crash or injury. The remedy for the firmware issue is available now. Your scooter can be taken to the dealer for the repair.

Additionally, the handlebars on your 2022 NIU MQiGT EVO scooter may vibrate while driving. The vibration may cause you to have increased fatigue or lose control of the vehicle, increasing the risk of a crash or injury. The remedy for this defect is under development. You will receive another notification letter when the remedy is ready instructing you to take your scooter to the dealer for repair.

Genuine Scooters is recalling all 2022 NIU MQiGT EVO scooters. Please contact your dealer to schedule the return of your vehicle for a full refund or to schedule the repair of your scooter once a final solution has been determined by NIU, the manufacturer of the scooter. A \$500 incentive is being offered to those consumers who are willing to wait for the repair.

Do not drive your scooter.

If you no longer own the scooter, please forward the new owner information to Genuine Scooter Company, LLC. You may also fax new owner information to (773) 433-1143 or email it to recall@genuinescooters.com.

If you are the lessor of this vehicle, please forward a copy of this notice to the lessee within ten days to comply with federal regulations.

If you have additional questions, please email recall@genuinescooters.com or contact Trey Duren at tduren@genuinescooters.com or (303) 523-4422.

If after having attempted to take advantage of this recall you believe you have not been able to have your **NIU MQiGT Evo** recall remedied without charge and within a reasonable amount of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC, 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this safety recall may cause but your safety is our first concern.

Genuine Scooters, LLC