

Part 573 Safety Recall Report

21V-314

Manufacturer Name : Arcimoto Inc

Submission Date : MAY 04, 2021

NHTSA Recall No. : 21V-314

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 : 255

Estimated percentage with defect : 50 %

Vehicle Information :

Vehicle 1 : 2019-2021 Arcimoto FUV

Vehicle Type : MOTORCYCLES

Body Style : OTHER

Power Train : HYBRID ELECTRIC

Descriptive Information : Affects all two-hundred forty-eight MY2019 - MY 2021 T-FUV vehicles (fifty-seven MY2019 T-FUV, one-hundred twenty-six MY2020 T-FUV, sixty-five 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 : 7F7ATR312KER00000 End : 7F7ATR317KER00056

☐ Not sequential

VIN Range 2 : Begin : 7F7ATR312LER00001 End : 7F7ATR310LER00126

☐ Not sequential

VIN Range 3 : Begin : 7F7ATR310MER00001 End : 7F7ATR315MER00009

☐ Not sequential

VIN Range 4 : Begin : 7F7ATR313MER00011 End : 7F7ATR314MER00048

☐ Not sequential

VIN Range 5 : Begin : 7F7ATR312MER00050 End : 7F7ATR313MER00056

☐ Not sequential

VIN Range 6 : Begin : 7F7ATR319MER00059 End : 7F7ATR317MER00061

☐ Not sequential

VIN Range 7 : Begin : 7F7ATR310MER00063 End : 7F7ATR31XMER00068

☐ Not sequential

VIN Range 8 : Begin : 7F7ATR318MER00070 End : 7F7ATR318MER00070

☐ Not sequential

VIN Range 9 : Begin : 7F7ATR318MER00084 End : 7F7ATR318MER00084

☐ Not sequential

Vehicle 2 : 2020-2020 Arcimoto Deliverator

Vehicle Type : MOTORCYCLES

Body Style : OTHER

Power Train : HYBRID ELECTRIC

Descriptive Information : Affects all six MY2020 D-Deliverator-1 vehicles 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 3 : 2021-2021 Arcimoto Rapid Responder

Vehicle Type : MOTORCYCLES

Body Style : OTHER

Power Train : HYBRID ELECTRIC

Descriptive Information : Affects the one MY2021 E-Rapid Responder vehicle produced on 02/21/2021.

Production Dates : FEB 21, 2021 - FEB 21, 2021

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

Description of Defect :

Description of the Defect : Seatbelt Retractors' Spool Sleeves have cracks and broken-off pieces, resulting in Retractor rattling, plastic pieces falling out of the Retractor, and seatbelt failure to retract.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Seatbelts are a critical safety system and compose the vehicles safety restraint system, a seatbelt Retractor failure may increase the risk of injury in the event of an accident.

Description of the Cause : To date, the Root Cause has not been identified.

Identification of Any Warning that can Occur : NR

Involved Components :

Component Name 1 : NR

Component Description : NR

Component Part Number : NR

Supplier Identification :

Component Manufacturer

Name : GWR

Address : 4466 C D Banks

St. Louis Missouri 63113

Country : United States

Chronology :

Since May 2020, there have been customer complaints about seatbelt Retractors, with broken-off pieces from the plastic Spool Sleeve. Quality first became aware of this issue on 01/21/21. Between Feb and Mar 2021, Quality informed the supplier, examples were sent for its review, the supplier issued its 8D Report and has not accepted any responsibility for the Failure Modes (cracks, broken Spool Sleeve) or effects (rattle, pieces, failure to retract). The supplier stated that the seatbelt problem was a performance issue and not a safety issue. Regulatory was informed of the issue the week ending 4/23/21. On 4/26/21, PCM-41 was convened with all in-house Stakeholders, and a strategy for basic data collection was assigned. PCM-41 members reviewed the data collected from inspections, testing, and audits during the week ending 4/30/21, and arrived at the following preliminary understanding: overall, the total vehicle population is affected and total in-stock population of retractors is affected; there is a correlation between cracks and brittleness as demonstrated in a falling-mass crush-test and a correlation between cracks and eventual broken-off pieces; there is a weak correlation between number of cracks and passage of time or miles driven, and a weak correlation to batch because all batches from all years going back to 2015 have cracks; and retractors built with Spool Sleeves from seatbelt supplier's alternate Spool Sleeve supplier do not show cracks and are not brittle. After investigating the seriousness of the problem Arcimoto has decided that this is a critical safety issue not just a performance problem as stated by the seatbelt supplier. Due to the seriousness of the ongoing issue, Arcimoto has decided action must be taken. On 4/30/21 another PCM meeting was held and it was recommended this issue be escalated as a recall-candidate to Leadership. On 5/3/21, Leadership accepted the recommendation with a majority vote and agreed to a voluntary safety recall.

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 cracked/broken seatbelt Retractors replaced. 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 : To date, the Root Cause has not been identified. Since research so far has demonstrated there is a correlation between cracks and brittleness, and a correlation between cracks and eventual broken-off pieces, at this time Arcimoto envisions two parts to remedy this recall. Part 1 is focused on Service and remedy of existing recalled components, Part 2 is focused on Manufacturing, to correct the recall condition in production. For Part 1, Arcimoto can recall customers' vehicles to immediately inspect, test, remove and replace the estimated half of all Retractors that are cracked and broken, using existing stock that is visually determined to be free of cracks on the Spool Sleeve. However, in these seatbelt batches it is not currently known whether crack development is a latent issue that will manifest at some future time.

**Identify How/When Recall Condition
was Corrected in Production :**

To date, the Root Cause has not been identified. Since research so far has demonstrated that retractors built with Spool Sleeves from seatbelt supplier's alternate Spool Sleeve supplier do not show cracks and are not brittle, at this time Arcimoto envisions two parts to remedy this recall. To correct the recall condition in production, Arcimoto will use only supplier's Retractors built with Spool Sleeves from seatbelt supplier's alternate Spool Sleeve supplier. Arcimoto does not yet have agreement with the supplier on this solution for production, but Arcimoto will update NHTSA once more information is known.

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 31, 2021 - JUN 17, 2021

* NR - Not Reported