



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

August 18, 2022

James Casmay
Genuine Scooters, LLC
2700 W Grand Ave
Chicago, IL 60612

NEF-107DM
22V-597

Subject: Loss of Drive Power

Dear James Casmay:

This letter serves to acknowledge Genuine Scooters, LLC's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

GENUINE SCOOTER/NIU MQiGT EVO/2022

Mfr's Report Date: August 17, 2022

NHTSA Campaign Number: 22V-597

Components:

ELECTRICAL SYSTEM:PROPULSION SYSTEM

Potential Number of Units Affected: 38

Problem Description:

Genuine Scooters, LLC (Genuine Scooters) is recalling certain 2022 NUI MQiGT EVO scooters. A loss of drive power may occur due to a firmware issue in the electric motor.

Consequence:

Loss of drive power can increase the risk of a crash or injury.

Remedy:

Owners are advised not to ride their scooters until the repair has been completed. Dealers will provide new motors with new firmware, free of charge. Owner notification letters are expected to be mailed in August 2022. Owners may contact Genuine Scooters customer service at 1-773-433-1316. Genuine Scooter's number for this recall is MQiGT EVO. The scooters in this recall are also affected by recall number 22V-629.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.nhtsa.gov.

We have received Genuine Scooter's proposed interim owner notification letter and it is approved for distribution.



Please ensure the following requirements are met:

As required in Part 573.6, please amend the chronology to provide a summary of all warranty claims, field or service reports, and other information (such as the numbers of deaths and/or injuries), with their dates of receipt. If claim count exceeds 10 claims, please provide the total number of claims, and a receipt date range for those claims.

AMENDED 573 REQUIRED.

Your company's program shall include a plan for reimbursing an owner or purchaser who incurred costs to obtain a remedy for the problem addressed by the recall within a reasonable time in advance of your company's notification of owners, purchasers and dealers, in accordance with § 573.13. Your company's plan may incorporate by reference a general reimbursement plan it previously submitted to NHTSA, together with information specific to the individual recall. Information required by § 573.13 that is not in a general reimbursement plan shall be submitted in your company's report to NHTSA. If your company submits one or more general reimbursement plans, your company shall update each plan every two years (§ 573.13). If the vehicles are new and would be covered under the manufacturer's warranty program, please state that in the remedy section of your filing.

AMENDED 573 REQUIRED.

Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Genuine Scooters, LLC's contact for this recall will be DeMara Magruder who may be reached by email at demara.magruder@dot.gov. We look forward to working with you.

Sincerely,



Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement