

**Chronology of events:** Buddy Kick has been an active model for Genuine Scooter Company since 2016. This model has had an extremely low failure rate on fuel pumps during its entire selling history. In early July of 2022, our warranty department reported that several dealers had submitted warranty claims for failed fuel pumps on the Buddy Kick model. We ran a warranty report analysis and found that between May 31 and July 29, 2022, a total of 11 claims were filed for this issue. We determined that the fuel pumps that had all failed within the first 500 miles of vehicle operation and seemed to be confined to a specific range of VIN numbers. We reported our findings to the factory based in Taiwan. The factory subsequently requested defect samples of the failed fuel pumps. We obtained samples from our dealer network and sent the defective fuel pumps to the factory in August. The factory worked with the fuel pump supplier to analyze the defective fuel pump samples. The fuel pump supplier provided feedback at the end of September that the manufacturing tolerances on the fuel pump had changed and were too close causing the pump impeller to contact the pump body with subsequent failure of the fuel pump. The fuel pump manufacturing process was evaluated and adjusted in October to ensure the tolerances were within the proper specifications to prevent future pump failures. The factory confirmed fuel pumps could be manufactured with the correct tolerances in November and subsequently a recall has been issued to remedy. A total of 31 warranty claims were filed between May 31 and November 9, 2022, prior to the recall being issued.