Part 573 Safety Recall Report 23V-803

Manufacturer Name : Cake 0 Emission USA Inc
Submission Date : NOV 28, 2023
NHTSA Recall No. : 23V-803
Manufacturer Recall No. : OSA FLEX MC0327

NHTSA
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION

Manufacturer Information :

Manufacturer Name : Cake 0 Emission USA Inc
Address : 4112 LINCOLN BLVD
MARINA DEL REY CA 90292
Company phone : 9680221

Population :

Number of potentially involved : 154
Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2020-2022 CAKE Osa Flex Electric Moped
Vehicle Type : MOTORCYCLES
Body Style : OTHER
Power Train : HYBRID ELECTRIC
Descriptive Information : All OSA Flex electric mopeds produced for the US market prior to 05/30/2023

Production Dates : DEC 16, 2019 - MAY 29, 2023

VIN Range 1 :	Begin :	YW2C2M100LT000041	End :	YW2C2M100LT000282	☐ Not sequential
VIN Range 2 :	Begin :	YW2C3M041MT000326	End :	YW2C3M042MT000545	☐ Not sequential
VIN Range 3 :	Begin :	YW2C3M045NT000637	End :	YW2C3M048NL000034	☐ Not sequential

Description of Defect :

Description of the Defect : The aluminum steering column may become fatigued over time and, in certain cases, can shear when subjected to a hard impact
FMVSS 1 : NR
FMVSS 2 : NR
Description of the Safety Risk : Shearing of the steering column could cause the front fork to detach, leading to an increased risk of crash.
Description of the Cause : A severe or hard impact while the vehicle is being ridden can cause the aluminum steering column to break.
Identification of Any Warning that can Occur : N/A

Involved Components :

Component Name 1 :	Steering column
Component Description :	OSA Moped steering column triple clamp lower assembly
Component Part Number :	MC0327

Supplier Identification :

Component Manufacturer

Name :	Magnate Precision Industry Co., Ltd
Address :	NO.2, Ln58, Sec.2, Ta-ching St., South D Taichung Foreign States
Country :	Taiwan, Province of China

Chronology :

- May 11, 2023: Customer emailed CAKE to report an incident involving steering column failure that occurred when a CAKE vehicle struck a section of road in disrepair. CAKE's internal Quality team is notified and begins its investigation into the incident.

- MAY 16, 2023: CAKE inspected the vehicle and findings were communicated to CAKE Service and Engineering teams.

- June - July 2023: CAKE Engineering analyzes the involved unit and identifies no material defects in manufacture of the steering column that led to the failure.

- August – October 2023: CAKE performs ongoing analysis of the steering column component.

- CAKE 0 Emission USA has not received any warranty claims or field or service reports, any other reports of crash incidents, or any injuries related to this issue in the USA.

Description of Remedy :

Description of Remedy Program :	CAKE's remedy program will consist of a repair program that will replace the current aluminum steering column with one made of stainless steel. CAKE will work with customers to locate an appropriate dealer with necessary experience that can perform the repair. If it is not possible to identify a dealer local to the customer, depending on the circumstances of the particular incident, CAKE will either send a technician to the customer's site or have the vehicle shipped to a CAKE service location. CAKE will supply any dealers with the assembly to be repaired along with detailed instructions to replace the impacted part.
How Remedy Component Differs from Recalled Component :	Though the parts have the same dimensions, the recalled component is made from aluminum and the remedy component is made from stainless steel.
Identify How/When Recall Condition was Corrected in Production :	CAKE has two production facilities, one in Sweden and the other in Taiwan. Vehicles produced for the US market are produced in Taiwan. The part was redesigned beginning in late 2021 during the development of another CAKE electric moped model. This redesigned part was released to production in the Sweden manufacturing facility in February 2022 and the Taiwan manufacturing facility in May 2023.

Recall Schedule :

Description of Recall Schedule :	CAKE expects to send notification of the recall via first class mailing to its customers on or by November 30, 2023. CAKE will work with the customer to identify a motorcycle dealer who can perform the service. CAKE expects to be able to identify a dealer to perform a repair within 14 DAYS of customer contact, to have a repair scheduled and completed within 30 days of identifying the dealer. If needed, consistent with the remedy plan above, CAKE will send a repair kit and instructions to each dealer as they are identified.
Planned Dealer Notification Date :	NR - NR
Planned Owner Notification Date :	NOV 30, 2023 - NR

* NR - Not Reported