

Sarah Miyashiro

From: James Casmay
Sent: Friday, December 2, 2022 9:08 AM
To: Sarah Miyashiro
Subject: FW: Buddy Kick 125 Fuel Pump NHTSA Recall

From: Mary Lindberg <MLindberg@genuinescooters.com>
Sent: Thursday, December 1, 2022 4:55 PM
Subject: Buddy Kick 125 Fuel Pump NHTSA Recall

Dear Genuine Dealer-

The following NHTSA Recall Information is also posted in Simply Warranty:

Genuine Scooter Company has noticed an uptick in fuel pump failures on low mileage, late model Buddy Kick 125 scooters. The issue has been traced to a specific date range of fuel pumps by the fuel pump manufacturer. We have been given a list of all VINs that received fuel pumps with these date codes on them. Out of an abundance of caution, Genuine has chosen to issue a NHTSA recall to replace all fuel pumps on affected vehicles remedying this issue.

Models Affected:

2022 Model Year Buddy Kick 125

Technical Issue:

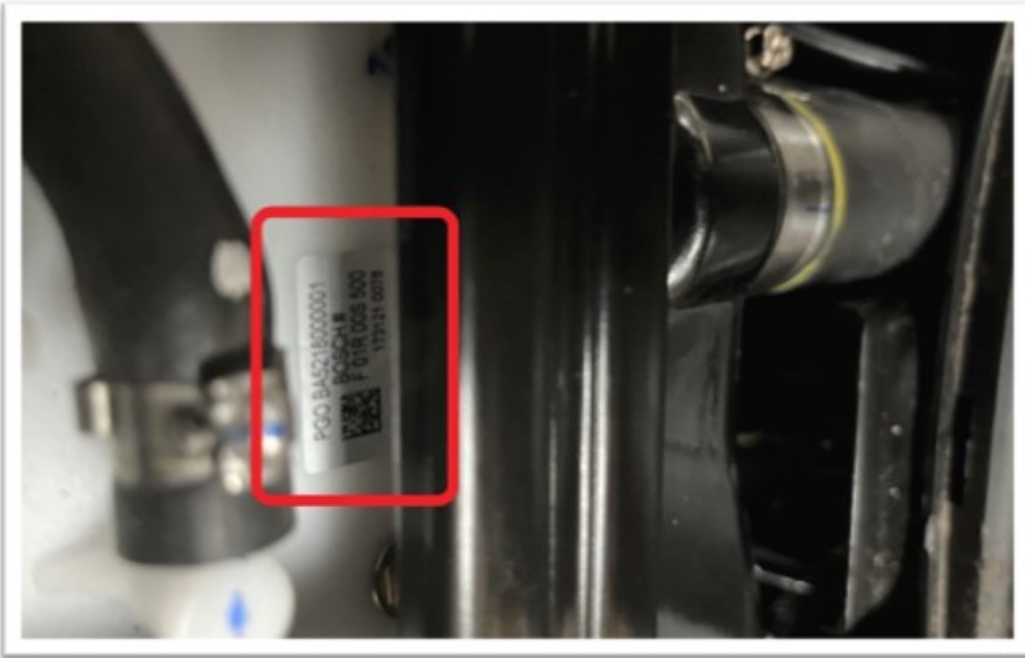
During operation, loss of motor power to the scooter can occur without warning. This could result in a loss of motive power, which can increase the risk of an accident.

Remedy:

To remedy, the fuel pump will be replaced on affected vehicles. This problem will be resolved at no charge to the consumer.

Genuine will issue recall documentation to all registered consumers within the affected VIN range. We will instruct the customer to reach out to their dealer to schedule the repair. Dealers will then submit a warranty claim for the affected VIN, and we will ship the parts to the dealer. Upon completion of the repair, we ask that the

dealer take a photo that shows the new fuel pump installed in the bike, with the metallic date code sticker



visible.

To initiate the recall repair process:

- 1) Log into Simply Warranty and complete a warranty claim for each vehicle. A specific part number and labor code have been created for this recall. Enter in Part Number **TS-BA5218000001** quantity 1. This covers all parts necessary to complete the recall. Enter in Labor Code **KICK FUEL PUMP**
 - 2) Once the Simply Warranty claim has been submitted and approved by Genuine, the parts will be shipped.
 - 3) After the fuel pump replacement has been completed, please upload photos confirming their installation (see attached below PDF for examples) to the Simply Warranty claim. Alternatively, dealers can email the photos to parts@genuinescooters.com with the claim number or VIN number. The labor reimbursement will then be credited to your account.
- If you have questions relating to the installation of the motor or bearing set, please contact Genuine for further questions or concerns.

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