



September 30th, 2022

## TECHNICAL SERVICE BULLETIN

### Re: NIU MQiGT Evo NHTSA Recall

Genuine Scooter Company has received dealer and consumer reports of 123 error code on MQiGT Evo models and handlebar vibrations. NIU has indicated that the 123 error code is caused by a firmware issue within the motor and the handlebar vibration is caused by radial and axial loading on the steering stem bearings. Genuine and NIU have issued two separate NHTSA recalls remedying these issues.

#### Models Affected:

All 2022 Model Year NIU MQiGT Evo models.

#### Technical Issues:

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. Excessive handlebar vibration may occur during operation of the scooter, which could cause rider fatigue, or even loss of control of the scooter. This could potentially result in a crash and/or injury.

**Remedies:** To remedy the motor firmware issue, the motor will be replaced with a new motor with updated firmware. To remedy the handlebar vibration, tapered roller bearings will be installed replacing the steering stem ball bearings on EVO models. Both issues will be resolved at no charge to the consumer.

Genuine will ship new motors with updated firmware and tire pre-mounted to replace the existing motor causing 123 error codes. Genuine will ship a tapered roller bearing set and a new triple tree with the lower bearing pressed on from the factory to replace the current steering stem ball bearings. Genuine will ship each dealer the motor quantity and bearing assemblies based individual warranty claims.

To initiate the recall repair process:

- 1) Log into Simply Warranty and complete a warranty claim for each vehicle. Specific part numbers and labor code have been created for this recall.  
Enter in Part Number **TS-10201197** quantity **1**, **TS-8675309** quantity **1**, and **TS-8005882300** quantity **1**. This covers all parts necessary to complete the recall.  
Enter in Labor Code **EVO RECALL**.
- 2) Once the Simply Warranty claim has been submitted and approved by Genuine, the parts will be shipped.
- 3) After the bearing and motor replacement have been completed, please upload photos confirming their installation (see pg. 2 for examples) to the Simply Warranty claim. Alternatively dealers can email the photos to [parts@genuinescooters.com](mailto:parts@genuinescooters.com) with the claim number or VIN number. The labor reimbursement will then be credited to your account.

Detailed instructions have been created for both processes and can be found attached to the Simply Warranty Service Bulletin titled "**NIU MQiGT Evo Recall**."

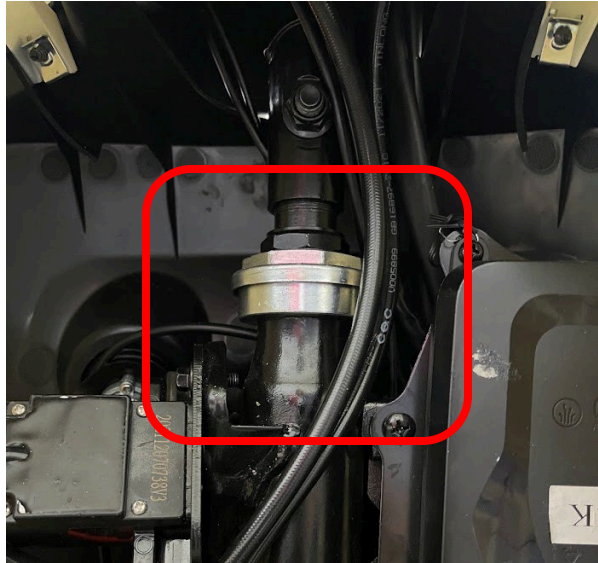
If you have questions relating to the installation of the motor or bearing set, please contact Genuine for further questions or concerns.

Genuine Scooters, LLC



Example photos to be added to each MQi GT Evo warranty claim upon completion to receive labor credit:

1. New steering bearing installation: head-on photo of the new steering collar and lock nut tightened to spec.



2. New motor installation: please be sure to include a photo of the motor serial number, which is bookended by stars, after installation.

