



PRODUCT RECALLS

Xiaomi recalls certain units of its 'Xiaomi Mi Electric Scooter'

📅 JULY 8, 2019

Xiaomi Inc. is carrying out a voluntary recall on certain units of its '**Xiaomi Mi Electric Scooter**' (**Model Number: M365**). A safety issue has been identified, whereby it is possible that on certain units a screw in the folding apparatus has the potential to come loose, causing the vertical component (the steering column) to break away from the main body while in use. This presents the possibility of injury to users in terms of falls/slips/trips resulting from the failure.

These products were sold in the Republic of Ireland by Three Ireland (Hutchison) Limited, trading as Three Ireland. It is estimated that approximately 197 units of this scooter have been sold on the Irish market.

Product Identification



Image source: <https://www.mi.com/global/support/mi-electric-scooter-recall-program/>

Consumers who have purchased this product can determine if their Xiaomi Mi Electric Scooter (M365) is subject to recall by entering the serial number on the Xiaomi website (The location of the

serial number on your scooter is shown in the image above).

If your scooter is part of the product safety recall program, you will receive a prompt asking you to enter your email address. Within 72 hours, you will receive additional information regarding the repair of your Xiaomi Mi Electric Scooter at no cost to the consumer.

What to do

Xiaomi is encouraging scooter owners to immediately stop using the Xiaomi Mi Electric Scooter (M365) until they have determined whether their scooter is affected by this recall campaign. Should you have any further queries or concerns, or wish to speak to Xiaomi Customer Service, then they can be contacted by email at service.global@xiaomi.com. Alternatively, you can contact SBE on **01 4018193** (SBE are carrying out repairs on behalf of Xiaomi in the Republic of Ireland).