



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

April 10, 2018

Mr. Chris Langlois
Customer Service
Zero Motorcycles Inc.
380 El Pueblo Rd.
Scotts Valley, CA 95066

NEF-150JK
18V-215

Subject: Internal Cells in Battery may Short Causing Fire

Dear Mr. Langlois:

This letter serves to acknowledge Zero Motorcycles Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

ZERO/ZERO DS/2012
ZERO/ZERO DSP/2012
ZERO/ZERO S/2012

Mfr's Report Date: April 4, 2018

NHTSA Campaign Number: 18V-215

Components:

ELECTRICAL SYSTEM:BATTERY
HYBRID PROPULSION SYSTEM

Potential Number of Units Affected: 218

Problem Description:

Zero Motorcycles (Zero) is recalling all 2012 Zero S, Zero DS, and Zero DSP (Police) motorcycles. Cell pouches in the battery packs may wear from contact with the holders, allowing humidity to enter the pouch and cause an electrical short within the battery.

Consequence:

An electrical short can increase the risk of a fire.

Remedy:

Zero Motorcycles will notify owners and offer them a choice of either the repurchase of their motorcycle or a financial trade-assist towards a newer model year Zero Motorcycles motorcycle. The recall is expected to begin April 30, 2018. Owners may contact Zero customer service at 1-888-841-8085. Zero's number for this recall is SV-ZMC-018-383. Note: Since owners are advised to no longer ride or charge the affected motorcycles, Zero Motorcycles dealers will arrange for the collection of the affected motorcycle at no charge to the owners.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

We have received Zero's proposed owner notification letter and it is currently under review. You will be notified of any changes or concerns once our review is complete.

Please confirm that other 2012 Zero Motorcycle models such as the X and XU are not affected by this condition, and thus do not have the same safety risk.

Please amend your filing to include the end of your supplied chronology to a different section within the document, such as the 'Description of Defect' section.

Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Jennifer Kruger who may be reached by phone at (202) 366-2461, or by email at jennifer.kruger@dot.gov or through the office email at rmd.odi@dot.gov. We look forward to working with you.

Sincerely,



Jennifer Timian
Chief, Recall Management Division
Office of Defects Investigations
Enforcement