

Hi <<fill in community name>>>,

As a community of Zero motorcycle owners we want you to be among the first to know about a recall on certain 2012 motorcycles that NHTSA officially published today. The recall **only** affects model year 2012 Zero S, Zero DS and Zero DSP models. The official recall notice is posted here: <https://www.nhtsa.gov/recalls?nhtsaId=18V215>

If you own a Zero that is any year or model aside from the 2012 Zero S, Zero DS and Zero DSP models, then you will not be affected by this recall. If you own a 2012 and we have your info on file then you should be receiving an official letter from us. We are coordinating with NHTSA to compose the official customer notification letter and will mail these no later than April 30. In the meantime, please review the official recall notice and contact your nearest dealer (LINK). If you don't have a dealer nearby, or are looking for more information than they are able to provide, send us a personal message, email us in North America at 2012-recall-na@zeromotorcycles.com or in Europe at 2012-recall-eu@zeromotorcycles.com. We appreciate your commitment to Zero over the last 11 years of riding. Specific for our 2012 owners, you were among the earliest adopters of our motorcycles and are a critical part of the electric motorcycle movement. We remain committed to providing the best service possible to our consumers and want to make the recall process as simple and straightforward for you as possible.

Sincerely,

Chris Langlois
Zero Motorcycles Customer Service Team