



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

1200 New Jersey Avenue SE
Washington, DC 20590

October 20, 2020

Mr. Aaron Cheatham
VP of Customer Experience
Zero Motorcycles Inc.
380 El Pueblo Rd.
Scotts Valley, CA 95066

NEF-150SS
20V-640

Subject: DC Converter Has Insufficient Power Output

Dear Mr. Cheatham:

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/DS/2021
ZERO/DSR/2021
ZERO/FX/2021
ZERO/FXS/2021
ZERO/S/2021
ZERO/SR/2021

Mfr's Report Date: October 15, 2020

NHTSA Campaign Number: 20V-640

Components:

ELECTRICAL SYSTEM:PROPULSION SYSTEM:DC/DC CONVERTER

Potential Number of Units Affected: 64

Problem Description:

Zero Motorcycle Inc. (Zero) is recalling certain 2021 SR, S, DSR, DS, FX, and FXS motorcycles. The DC-DC converter has an insufficient power output margin to operate the anti-lock braking system (ABS), instruments, lights, indicators, and any accessories that are connected to the accessory outlet at once.

Consequence:

The DC-DC converter can shut off when its power capacity is exceeded, shutting off the ABS, instruments, and lights, increasing the risk of a crash.

Remedy:

Zero will notify owners, and dealers will replace the DC-DC converter, free of charge. The recall is expected to begin November 2, 2020. Owners may contact Zero customer service at 1-888-841-8085. Zero's number for this recall is SV-ZMC-021-019.

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 approved it for distribution.

Please be reminded of the following requirements:

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.

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).

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 Sarah Shiver who may be reached by phone at (202) 366-7401, or by email at sarah.shiver@dot.gov. We look forward to working with you.

Sincerely,



Joshua Neff
Chief, Recall Management Division
Office of Defects Investigations
Enforcement