



IMPORTANT SAFETY RECALL NOTICE

This notice applies to your vehicle with VIN# [REDACTED]
Recall SV-ZMC-021-019 / NHTSA Recall #20V640

October 26, 2020

[Owner Information Here]

Dear Zero Motorcycle Owner,

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Zero Motorcycles has determined that a defect, which relates to motor vehicle safety, exists on certain 2021 Model Year SR, S, DSR, DS, FX and FXS model motorcycles built between August 19, 2020 and October 5, 2020. The subject motorcycles were assembled with a DC-DC converter that may have insufficient power output margin. If a DC-DC converter does not have enough power output margin to support all power demands, it may temporarily shut off when its power capacity is exceeded, with no warning to the rider. Should this occur during an Anti-Lock Braking System (ABS) activated event, the ABS and all vehicle lights would temporarily stop functioning, which could increase the risk of a crash. Zero Motorcycles has voluntarily initiated this recall to correct this condition.

Our records indicate that you purchased one of the motorcycles listed above.

We strongly urge you to contact your Zero Motorcycles dealer to make arrangements to have the appropriate service performed as soon as possible. Should you choose to ride your motorcycle prior to this service, we urge you to be aware of this condition.

The remedy of this defect is for a Zero Motorcycles authorized dealer to replace the incorrect revision B DC-DC converter with the correct revision A, which is designated in writing on the label. Should you choose to ride your suspect motorcycle prior to having your dealer perform this replacement, you should be aware of this condition and avoid running any accessories on the accessory outlet.

Please contact your Zero Motorcycles dealer immediately and arrange an appointment to have your motorcycle repaired. The actual dealer labor time to perform this service will be approximately 1 hour and 30 minutes; however, due to scheduling, the dealer may require your motorcycle for a longer period. The parts and labor will be free of charge to you. Replacement parts are now available for order by your dealer.

If you no longer own this motorcycle, please contact us at 1-888-841-8085 so we may update our records and notify the new owner. Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.



If you have had this defect repaired before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. For more information contact Zero Motorcycles at 1-888-841-8085.

If your dealer or Zero Motorcycles fails or is unable to remedy your motorcycle without charge within a reasonable time, you may wish to inform the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or contact NHTSA at <http://www.safercar.gov>.

We value safety above all else and strive for the highest standards in ride quality and experience, and we deeply regret this inconvenience. Zero Motorcycles would not be issuing this action if it were not in the interest of your personal safety, satisfaction and enjoyment of your Zero motorcycle. Thank you for your understanding, and we look forward to a swift and smooth remediation of this issue.

Regards,

Aaron S. Cheatham
VP of Customer Experience
Zero Motorcycles, Inc.