



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

1200 New Jersey Avenue SE
Washington, DC 20590

October 15, 2021

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

NEF-107SS
21V-795

Subject: Rear Rotor Bolts Insufficiently Tightened

Dear Aaron 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/SR/F/2020

Mfr's Report Date: October 13, 2021

NHTSA Campaign Number: 21V-795

Components:

SERVICE BRAKES, HYDRAULIC:FOUNDATION COMPONENTS:DISC:ROTOR

Potential Number of Units Affected: 411

Problem Description:

Zero Motorcycles Inc. (Zero) is recalling certain 2020 SR/F motorcycles. The rear rotor bolts were insufficiently tightened.

Consequence:

The loose bolts may damage the caliper or swingarm, reducing rear braking capability and increasing the risk of a crash.

Remedy:

Dealers will correctly tighten and replace the rear rotor bolts as necessary, free of charge. Owner notification letters are expected to be mailed October 25, 2021. Owners may contact Zero customer service at 1-888-841-8085. Zero's number for this recall is SV-ZMC-020-417.

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.nhtsa.gov.

Please ensure the following requirements are met:

As required in Part 573.6, please amend the chronology to provide a summary of all warranty claims, field or service reports, and other information (such as the numbers of deaths and/or injuries), with their dates of receipt. If claim count exceeds 10 claims, please provide the total number of claims, and a receipt date range for those claims.

AMENDED 573 REQUIRED.

Your company's program shall include a plan for reimbursing an owner or purchaser who incurred costs to obtain a remedy for the problem addressed by the recall within a reasonable time in advance of your company's notification of owners, purchasers and dealers, in accordance with § 573.13. Your company's plan may incorporate by reference a general reimbursement plan it previously submitted to NHTSA, together with information specific to the individual recall. Information required by § 573.13 that is not in a general reimbursement plan shall be submitted in your company's report to NHTSA. If your company submits one or more general reimbursement plans, your company shall update each plan every two years (§ 573.13). If the vehicles are new and would be covered under the manufacturer's warranty program, please state that in the remedy section of your filing.

AMENDED 573 REQUIRED.

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, 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.

Zero Motorcycles Inc.'s contact for this recall will be Sarah Shiver who may be reached by email at sarah.shiver@dot.gov. We look forward to working with you.

Sincerely,



Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement