



[VIA REGISTERED MAIL AND EMAIL]

IMPORTANT SAFETY RECALL

This notice applies to your vehicle with VIN# [REDACTED]
Recall SV-ZMC-020-417 / NHTSA Recall #21V-795



November 1, 2021

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 model year 2020 SR/F model motorcycles built between April 10, 2019 and December 19, 2019. The rear rotor bolts on the subject motorcycles were insufficiently torqued. Owners of these motorcycles may find that one or more of these bolts may back out of their sockets slowly and scratch or damage the caliper arm or swingarm of their motorcycles. This condition would result in objectionable noise while riding and could eventually lead to the reduction of rear braking capability, which could increase the risk of a crash.

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 re-torque the rear rotor bolts to 26 ft-lbs/36 Nm. If there is no damage to the bolts when re-torqued, the rear rotor bolts do not need to be replaced and the existing lock patch will secure them in place. If the bolts are damaged or removed first, then the dealer will replace them at no charge to you. Should you choose to ride your suspect motorcycle prior to having your dealer perform this rework, you should be aware of this condition and perform a "pre-ride inspection" of these bolts and/or as specified in Zero Motorcycles Owners' Manuals, you should re-torque the rear rotor bolts to 26 ft-lbs/36 Nm.

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 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 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
Chief of Staff
Zero Motorcycles, Inc.