



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

1200 New Jersey Avenue SE  
Washington, DC 20590

December 14, 2021

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

NEF-107SS  
21V-940

**Subject:** Incorrect Rear Brake Pads Installed/FMVSS 122

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/2022  
ZERO/SR/F/2022  
ZERO/SR/S/2022

**Mfr's Report Date:** December 3, 2021

**NHTSA Campaign Number:** 21V-940

**Components:**

SERVICE BRAKES, HYDRAULIC:FOUNDATION COMPONENTS:DISC:PADS

**Potential Number of Units Affected:** 45

**Problem Description:**

Zero Motorcycles, Inc. (Zero) is recalling certain 2022 SR, SR/F, and SR/S motorcycles. The incorrect rear brake pads were installed. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard number 122, "Motorcycle Brake System."

**Consequence:**

The incorrect rear brake pads may not work as intended, increasing the risk of a crash.

**Remedy:**

Dealers will inspect and replace the rear brake pads, free of charge. Owner notification letters are expected to be mailed December 20, 2021. Owners may contact Zero customer service at 1-888-841-8085. Zero's number for this recall SV-ZMC-022-018.

**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](http://www.nhtsa.gov).

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).

Under 49 U.S.C. § 30112(a), it is illegal for anyone, including a manufacturer, distributor, dealer, or retailer to sell an item of equipment or vehicle that fails to comply with all applicable Federal motor vehicle safety standards.

As stated in Part 573.7, submission of the first of eight 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](mailto:sarah.shiver@dot.gov). We look forward to working with you.

Sincerely,



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