

# Part 573 Safety Recall Report

# 21V-940

**Manufacturer Name :** Zero Motorcycles Inc.

**Submission Date :** DEC 03, 2021

**NHTSA Recall No. :** 21V-940

**Manufacturer Recall No. :** SV-ZMC-022-018



## Manufacturer Information :

**Manufacturer Name :** Zero Motorcycles Inc.

**Address :** 380 El Pueblo Road

Scotts Valley CA 95066

**Company phone :** 831-438-3500

## Population :

**Number of potentially involved :** 45

**Estimated percentage with defect :** 100 %

## Vehicle Information :

**Vehicle 1 :** 2022-2022 Zero Motorcycles Zero SR, Zero SR/F and Zero SR/S

**Vehicle Type :** MOTORCYCLES

**Body Style :** OTHER

**Power Train :** HYBRID ELECTRIC

**Descriptive Information :** Model year 2022 Zero SR, Zero SR/F and Zero SR/S motorcycles manufactured between November 15, 2021 and November 22, 2021. The last five digits of the vehicle identification number of affected motorcycles will be 19765 or lower.

**Production Dates :** NOV 15, 2021 - NOV 22, 2021

**VIN Range 1 : Begin :** 538ZFCZ77NCP19623 **End :** 538ZFDZ76NCK19765  Not sequential

## Description of Noncompliance :

**Description of the Noncompliance :** The subject motorcycles were manufactured with rear brake pads that are different from the brake pads that were used to certify compliance with FMVSS 122. Accordingly, Zero Motorcycles cannot confirm compliance.

**FMVSS 1 :** 122 - Motorcycle brake systems

**FMVSS 2 :** NR

**Description of the Safety Risk :** If the motorcycles do not comply with FMVSS 122, the rear brakes may not work as intended and a crash without warning could occur.

**Description of the Cause :** Zero Motorcycles operations personnel placed the wrong parts on the manufacturing line for the subject motorcycles. These motorcycles were correctly assembled with the incorrect rear brake pads, which do not match current regulatory filings.

**Identification of Any Warning that can Occur :** NR

## Involved Components :

Component Name 1 : BRAKE PADS SET SBS-S-60HH REAR SDS

Component Description : BRAKE PADS SET SBS-S-60HH REAR SDS

Component Part Number : 25-08030

Component Name 2 : REAR BRAKE PADS SET SBS-SI-80GG

Component Description : REAR BRAKE PADS SET SBS-SI-80GG

Component Part Number : 25-08149

## Supplier Identification :

### Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

## Chronology :

For the 2015 Model Year, after FMVSS 122 brake certification, Zero Motorcycles introduced the rear brake pads (PN 25-08030) on its SDS motorcycle platform.

For the 2020 Model Year, after FMVSS 122 brake certification, Zero Motorcycles introduced the rear brake pads (PN 25-08149) on its FST motorcycle platform (SR/F models), using the same caliper and rotor material as on the SDS platform. The FST platform has a max GVWR of 1000 lbs vs. the SDS platform max GVWR of 906 lbs.

On November 15, 2021, Zero started production of the 2020 Model Year FST platform (SR/F/S models), mistakenly using the SDS platform rear brake pads. This production build included the Zero Quality Launch Plan motorcycles, which were tested to more than 500 miles each, without Zero Motorcycle's test riders noticing any difference in brake performance.

On November 22, 2021, Zero Motorcycles Final Quality Inspection ("FQC") team discovered that they were receiving motorcycles with the incorrect rear brake pads at the end of the production line. As a result of these reports, Zero Motorcycles Production and Quality Teams investigated the rear brake pads on the line and installed in recently completed motorcycles. This team confirmed that the incorrect rear brake pads were being utilized since November 15, 2021. The production line inventory was corrected and additional inspections were implemented on November 22, 2021.

On November 29, 2021, the Product Integrity Team at Zero met to review the use of the incorrect rear brake pads. Based on this meeting, this team confirmed that the rear brake pads installed were different from those used for compliance certification for the model year 2022 Zero SR/F/S motorcycles and recommended the company take steps to voluntarily pursue a regulatory recall.

Zero Motorcycles is not aware of any accidents or injuries caused by this defect.

## Description of Remedy :

**Description of Remedy Program :** Zero Motorcycles dealers will inspect and replace the rear brake pads on affected motorcycles. Dealers will then submit a warranty claim for the parts and labor related to the replacement. The labor time for replacement is 0.33 hours.

Zero Motorcycles has not developed a separate reimbursement plan for this recall because all of the subject motorcycles are under warranty, and no owner should have paid for this repair out of pocket.

**How Remedy Component Differs from Recalled Component :** The incorrect rear brake pads (p/n 25-08030 - BRAKE PADS SET SBS-S-60HH REAR SDS) have silver backing and are marked with the 352024NT0/352024NT0 manufacturer part numbers and SBS-S-60HH surface treatment number. The correct rear brake pads (p/n 25-08149 - REAR BRAKE PADS SET SBS-SI-80GG) have a copper backing and are marked with the 35100NT0/35101NT0 manufacturer part numbers and SBS-SI-80GG surface treatment number.

**Identify How/When Recall Condition was Corrected in Production :** Zero Motorcycles production and logistics teams removed the recalled rear brake pads from the production line on November 22, 2021 and they were immediately replaced with the correct rear brake pads. Additional inspection requirements were confirmed with the Final Quality Inspection team at that time.

## Recall Schedule :

**Description of Recall Schedule :** Zero Motorcycles expects to notify its dealer network no later than the week of December 13, 2021 and motorcycle owners no later than the week of December 20, 2021.

**Planned Dealer Notification Date :** DEC 13, 2021 - DEC 31, 2021

**Planned Owner Notification Date :** DEC 20, 2021 - JAN 07, 2022

\* NR - Not Reported