



Dealer Operator/General Manager	Sales New Vehicles	Sales Used Vehicles	Business Manager (F&I)	Service	Parts & Accessories	Administration
Date: December 13, 2021		Source: Zero Motorcycles Customer Service Department				

Model Year 2022 Zero SR/F/S Rear Brake Pads Recall

NHTSA Campaign Number: 21V-940

Purpose

Zero Motorcycles has determined that certain model year 2022 Zero SR, Zero SR/F and Zero SR/S model manufactured between November 15, 2021 and November 22, 2021 may fail to comply with FMVSS 122. 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. If the motorcycles do not comply with FMVSS 122, the rear brakes may not work as intended and a crash without warning could occur.

In the interest of motor vehicle safety and customer satisfaction, Zero Motorcycles has elected to initiate a voluntary recall (Campaign 21V-940) to remedy this issue. The remedy is to have Zero Motorcycles dealers inspect and replace the rear brake pads on affected motorcycles

It is a violation of Federal law for you to deliver any new motorcycle in your inventory that is affected by this recall until the remedy is completed. You may sell an affected motorcycle, but you may not deliver it prior to the remedy being completed. In addition, Zero Motorcycles urges each dealer to repair any previously owned motorcycles that are in its inventory prior to resale to a consumer.

Applicable Models

The recall population of 45 motorcycles includes 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.

Owner Notification

In accordance with Federal regulations administered by NHTSA, Zero Motorcycles will send a letter to registered owners of affected motorcycles, notifying them of this regulatory compliance condition and instructing them to contact their dealer for the associated remedy. Zero will also try to contact these customers via email.

To protect the safety of our riders, it is our mutual responsibility to ensure the recall rework is performed on all affected motorcycles. Therefore, we strongly encourage you reach out to your customers to make sure that they are aware of this program. You are also required by law to perform the recall service on all affected new motorcycles in your inventory prior to delivery to your customers, and we urge you to perform the recall service on any previously owned motorcycles in your inventory.

If you are aware of any unregistered owners of this affected motorcycle population, please advise us of their names, addresses and VINs, so that we may mail them the owner's letter, as required by Federal law.

If you have any questions, please contact the Customer Service Team.
In the Americas: 888-RUN-ZERO (888-786-9376) Ext 2
In the EMEA region: +31 (0) 72 5112014



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If you are not sure that this safety recall has been performed on a particular motorcycle, please contact Zero Motorcycles Customer Service for verification.

Tools Required

- T25 Torx T-Handle or T25 Torx Bit Socket and Ratchet

Parts Required

- 25-08149 - REAR BRAKE PADS SET SBS-SI-80GG - The correct rear brake pads have a copper backing and are marked with the 35100NT0/35101NT0 manufacturer part numbers and SBS-SI-80GG surface treatment number.



CAUTION: The incorrect rear brake pads have a silver backing and are marked with the 352024NT0/ 352025NT0 manufacturer part numbers and SBS-S-60HH surface treatment number. See image below of the incorrect brake pads. Be sure to mark them or destroy them to avoid future use.



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Procedure

The procedure consists of three steps: removing the old and incorrect brake pads, replacing them with the new brake pads and then performing the brake pad bedding procedure. Please note that the procedure pictures below show the correct brake pads with the copper backing being replaced as available in the current service manual.

1. Remove rear brake caliper retaining pin.



2. Remove rear brake caliper pin bolt. Tool: T25.



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3. The eyelet end of the brake pads need to drop in order to release it from the caliper.



4. Remove both rear caliper brake pads.



5. Installation of the new brake pads is the reverse of the above removal procedure. When installing the rear brake caliper pin bolt, it should be torqued to 6 ft-lb (8 Nm).

6. After installing the new brake pads, perform the brake pad bedding procedure as follows.

CAUTION: With new brake pads, the first few braking applications will result in very little braking power. Gently use the brakes a few times at low speeds (<25 mph) to develop proper braking friction.

From 50 mph, apply the brakes firmly, but do not lock up the tires or engage ABS. Slow down to 10 mph. Do not come to a complete stop as this can cause the pad material to become imprinted on the rotor causing vibration.

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Gradually accelerate back up to 50 mph. This will prevent the brake system from overheating.

Repeat previous steps 15-20 times.

Timing and Reimbursement

To receive reimbursement for the work performed and any parts used under this service campaign, the dealer must submit a Warranty Claim for the replacement costs incurred that includes the following information:

- Fault Summary: MY22 Zero SR/F/S Rear Brake Pads Recall
- Fault Area: 25-Brake
- Fault Code: 90-Service Bulletin Recall
- Service Bulletin / Recall: MY22 Zero SR/F/S Rear Brake Pad Recall
- Warranty Claim Type: Service Bulletin/Recall

See example below for full details.

Technical

Fault Summary ●MY22 Zero SR/F/S Rear Brake Pads Recall (SV-ZMC-022-018)

Fault Area 25-Brake

Fault Code 91-Service Bulletin Recall

Current Odometer Reading

Mileage Type Miles

Detailed Description ●Zero Motorcycles has determined that a defect, which relates to motor vehicle regulatory compliance, exists on certain model year 2022 Zero SR, Zero SR/F and Zero SR/S model manufactured before November 22, 2021. 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. If the motorcycles do not comply with FMVSS 122, the rear brakes may not work as intended and a crash without warning could occur.

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Warranty

Warranty Claim Type: Service Bulletin/Recall

First Repair Order Date: 12/8/2021 [12/8/2021]

Repair Completed Date: 12/8/2021 [12/8/2021]

Order/Invoice #: []

Labor Time: 0.33

Parts Shipping Charges: []

Resolution: Replaced Brake Pads

Fault Summary: MY22 Zero SR/F/S Rear Brake Pads Recall (SV-ZMC-022-018)

Fault Area: 25-Brake

Fault Code: 91-Service Bulletin Recall

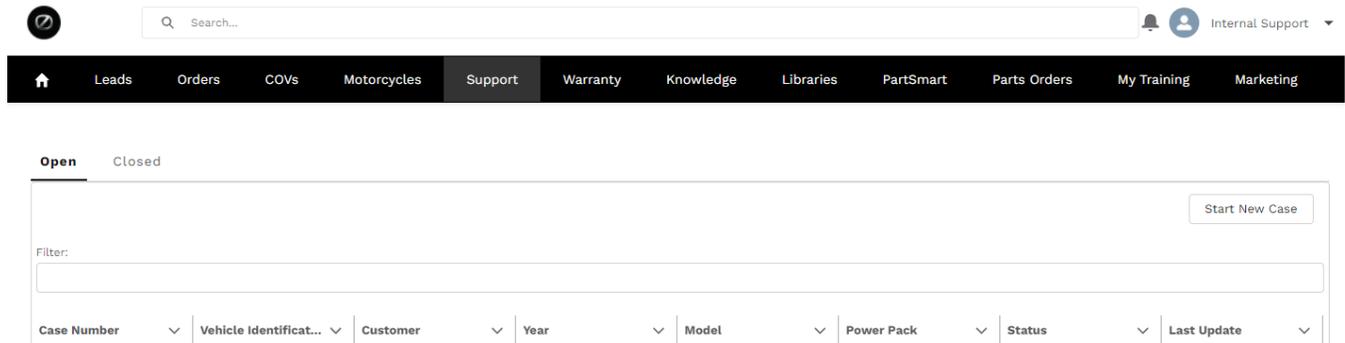
Current Odometer Reading: 1111

Parts Information

ACTION	PART NUMBER	PART NAME	QUANTITY	PRIMARY
Remove	25-08149	REAR BRAKE PADS SET SE	1	<input checked="" type="checkbox"/>

Zero Motorcycles believes that the time that should be allotted to this work is 30 minutes (0.5 hours). We do not reimburse any costs related to towing or loaner/temporary replacement motorcycles/vehicles.

Technical Cases for affected motorcycles have been created by Zero Motorcycles. To find the matching case number in the Partner Community select the “Support” tab:



Click on the “Start New Case” button and enter the last 5 digits of the frame number in the “Enter Vehicle Identification Number” field:

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Search

Enter Vehicle Identification Number

OR

Enter Customer Email Address

OR

Enter Customer Phone Number

You will find the matching case in the **Open Service Notification** list.

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