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|---|--------------------------|---|------------------------------|----------------|------------------------|----------------|
| Dealer Operator/ General Manager | Sales New Vehicles | Sales Used Vehicles | Business Manager (F&I) | Service | Parts & Accessories | Administration |
| Date: June xx, 2022 | | Source: Zero Motorcycles Customer Service Department | | | | |

Model Year 2022 Zero SR/F and SR Front Brake Caliper Bolts Recall

NHTSA Campaign Number: 22V-403

Purpose

Zero Motorcycles has determined that certain model year 2022 Zero SR and Zero SR/F models manufactured between April 22, 2022 and April 27, 2022 may have been manufactured with incorrect front brake caliper bolts that have a different thread pitch. The incorrect thread pitch could cause damage to the mounting threads on the fork, which could reduce the clamping load, which in turn could cause the caliper to come loose. If the caliper were to come loose, braking force could be reduced, which could cause a crash.

In the interest of motor vehicle safety and customer satisfaction, Zero Motorcycles has elected to initiate a voluntary recall (Campaign 22V-403) to remedy this issue. The remedy is to have Zero Motorcycles dealers inspect and, if necessary, replace the front brake caliper bolt/s and fork/s 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 23 motorcycles includes model year 2022 Zero SR and Zero SR/F motorcycles manufactured between April 22, 2022 and April 27, 2022. The last five digits of the vehicle identification number of affected motorcycles will be between 21423 and 21486.

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

Tools Required – For Caliper Bolt Inspection

- T50 Torx Bit Socket, or 13mm socket, Ratchet and Torque Wrench

Parts Required

- Zero Motorcycles Part Number 90-08134 – HEX FLANG BOLT STAR DRIVE PER ZM 88-08813 M10X55X1.25 THREAD 10.9 ZM-F-01 ZM-L-02 – These bolts for the front calipers are 55 mm in length with a thread pitch of 1.25, with thread patch locking compound pre-applied.



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CAUTION: The incorrect brake caliper bolts are similar in appearance with measurements of: M10x60x1.50. These bolts are 5mm longer than the correct bolt with a coarser thread pitch. This difference in size and thread pitch can cause a failure in the clamping load holding the caliper to the affected fork, resulting in loss of braking force. See image below of the incorrect brake caliper bolts. Be sure to mark them and dispose of them properly.



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Procedure

The recall consists of two steps outlined below: removing the front brake caliper bolts one at a time for inspection and length measurement.

- A. If the bolts are 55mm in length and come out smoothly, reinstall and torque to appropriate value (30 ft-lbs).
- B. If the bolts are NOT 55mm in length, or significant force is required to remove bolt from the fork it must be assumed that the incorrect bolt has been used.
 - As stated in A, if the correct bolts were observed to be installed, no further action is required after reassembly.
 - However, if the bolts are longer than anticipated or do not come out easily, as described in B, the affected fork bolt/s and leg/s must be replaced. The procedure for fork leg/s replacement can be found in the service manual for these motorcycles.
 - Record the length of each bolt on the table below. Any bolt length other than 55mm necessitates bolt and associated fork/s replacement.

| BOLT POSITION | ACTUAL BOLT LENGTH (MM) | SPECIFIED BOLT LENGTH (MM) |
|--------------------|----------------------------|-------------------------------|
| RIDER LEFT, UPPER | | 55 |
| RIDER LEFT, LOWER | | 55 |
| RIDER RIGHT, UPPER | | 55 |
| RIDER RIGHT, LOWER | | 55 |

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1. Remove front brake caliper bolts, one at a time to measure them. [Tool: T50, Torque: 30 ft-lbs]

Note: For left upper caliper bolt, take note of position of wheel speed sensor wiring clip position.



Figure 1

2. Measure and record brake caliper bolt length. Each bolt must be 55mm in length, or bolt and fork must be replaced.



Figure 2

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3. If the bolt is the correct length, 55mm, no further corrective action is required.

[Reinstall bolt and torque to 30 ft-lbs]



Figure 3

4. Remove next bolt in caliper to measure length.



Figure 4

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5. Measure and record brake caliper bolt length. Each bolt must be 55mm in length, or bolt and fork must be replaced.



Figure 5

6. If bolt is the correct length, 55mm, no corrective action is needed.

[Reinstall bolt and torque to 30 ft-lbs]

7. Ensure that all 4 brake caliper bolts have been measured and recorded.

If **ANY** bolt measures longer than 55mm, or is extremely difficult to remove, the associated fork and brake caliper bolts must be replaced.

[Replacement instructions for the front forks can be found in the service manual.]

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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: 2022 Zero SR and SR/F Front Brake Caliper Bolt Recall
- Fault Area: 25-Brake
- Fault Code: 90-Service Bulletin Recall
- Service Bulletin / Recall: 22MY Zero SRF-SR Front Brake Caliper Bolt Recall
- Warranty Claim Type: Service Bulletin/Recall

See example below for full details.

Technical

Fault Summary ① 2022 Zero SR and SR/F Front Brake Caliper Bolt Recall (SV-RCL-022-004)

Fault Area 25-Brake

Fault Code 91-Service Bulletin Recall

Current Odometer Reading

Mileage Type Miles

Detailed Description ① Zero Motorcycles has determined that certain model year 2022 Zero SR and Zero SR/F models manufactured between April 22, 2022 and April 27, 2022 may have been manufactured with incorrect front brake caliper bolts that have a different thread pitch. The incorrect thread pitch could cause damage to the mounting threads on the fork, which could reduce the clamping load, which in turn could cause the caliper to come loose. If the caliper were to come loose, braking force could be reduced, which could cause a crash.

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Warranty

Warranty Claim Type * Service Bulletin/Recall ▼

First Repair Order Date 6/10/2022 [6/10/2022]

Repair Completed Date ① 6/10/2022 [6/10/2022]

Order/Invoice # ①

Labor Time .25

Parts Shipping Charges ①

Resolution * Inspect front brake caliper bolts.

Fault Summary ① 2022 Zero SR and SR/F Front Brake Caliper Bolt Recall (SV-RCL-022-0)

Fault Area 25-Brake ▼

Fault Code 91-Service Bulletin Recall ▼

Current Odometer Reading * 111

Zero Motorcycles believes that the time that should be allotted to this work is 0.25 hours for inspection and 0.30 hours for replacement (per fork). We do not reimburse any costs related to towing or loaner/temporary

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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:

Open Closed

Start New Case

Filter:

Case Number | Vehicle Identificat... | Customer | Year | Model | Power Pack | Status | Last Update

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

Search

Search Cancel

Enter Vehicle Identification Number

OR

Enter Customer Email Address

OR

Enter Customer Phone Number

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

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