



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue, SE
Washington, DC 20590

INFORMATION REDACTED PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

December 18, 2013

[REDACTED]
Oroville, CA [REDACTED]

NVS-216 nam
Ref. No. 10553387

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2008 Zap Xebra motorcycle. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence. We regret any inconvenience our delay in responding may have caused you.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect trend may exist. We do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You indicate that you have not received the most recent recall notification (NHTSA Safety Recall Campaign No. 12V-363) offering the repurchase of your MY 2008 Zap Xebra motorcycle. You are frustrated because your friend owns the same motorcycle and already received a notification. You request assistance from NHTSA in obtaining the recall notification and the repurchase of your motorcycle.

We are aware of the recall and that Zap is having some difficulty locating all the owners. Upon receipt of the letter, if you still have not received your recall notification, please contact me at 202-366-4383 or by email at randy.reid@dot.gov.

Sincerely,

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement