



Document No.
R003

Information type
BIKE UPDATE
Date **04 / 25 / 11**

Product Upgrade Notification

Subject: **Safety Recall Code XXXX – 2009/2010 S/DS front brake recall**

APPLICABLE MODELS: 2009 and 2010 S and DS

General description

Zero Motorcycles Inc. has decided that a defect which relates to motor vehicle safety exists on certain 2009 model year Zero S motorcycles built September 02, 2009 through December 22, 2009; 2009 model year Zero DS motorcycles built July 27, 2009 through December 28, 2009; 2010 model year Zero S motorcycles built February 01, 2010 through March 31, 2011; and 2010 model year Zero DS motorcycles built January 20 2010 through March 31, 2011. A VIN list specific to vehicles shipped to your dealership is available through Zero Customer Service.

The front brake caliper bracket on the model motorcycles built between the above dates may experience permanent deformation when subjected to high braking loads. This condition could induce misalignment of the front brake pads with respect to the front brake rotor. Misalignment of the brake pads vs. the rotor may cause reduced front braking efficiency, which could lead to a possible crash and potential injury or death of the rider.

In the interest of motor vehicle safety and customer satisfaction, Zero Motorcycles has elected to initiate a voluntary recall (Campaign XXXX) to remedy this defect. As required by law, you may sell but **NOT DELIVER** any affected motorcycles to your customers until the remedy is completed.

Customer Notification

In accordance with Federal regulations administered by NHTSA, Zero Motorcycle Company will send a letter to registered owners of affected products notifying them of this safety-related condition and instructing them to contact their Dealer/IR/CSC for the associated upgrade. A sample of the customer letter is attached. Zero will also try to contact these customers by telephone.

To protect the safety of our riders, it is our mutual responsibility to ensure the recall upgrade 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 motorcycles in your inventory prior to delivery to your customers.

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

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

Outline of upgrade

To remedy of this defect, you will be instructed to replace the front brake caliper bracket with a re-designed component, and to replace the front brake pads in case the existing pads experienced abnormal wear. You will also be instructed to inspect the front brake fluid, and, if signs of overheating are noted, to replace it and flush the system.

APPLICABLE MODELS

2009 & 2010 S/DS

Steps:

1. Zero motorcycles will contact customer and inform them of this update, asking them to bring the motorcycle to their nearest Zero Motorcycles dealer.
2. Contact the Zero Motorcycle Service department and provide the VIN of the S/DS. Please provide current location and condition of the bike.
3. Once all bikes in your area have been collected at the local CSC, please follow the Service bulletin repair procedures, or contact the Zero Motorcycles Service department to schedule a Field Service Engineer (FSE) to replace them.
4. Attached below is a copy of the letter sent to the customers to notify them of the update. Please print out the PDF attached and send it to the customers who have not received a copy from Zero. **Only Zero S/DS 2009-10 will require to be notified of this upgrade.**

SAMPLE LETTER

Santa Cruz, CA 95062
USA
VIN 1Z9X267859C318064

May 9th 2011

Dear Willi Bernardi:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Zero Motorcycles Inc. has decided that a defect which relates to motor vehicle safety exists on certain 2009 model year Zero S motorcycles built September 02, 2009 through December 22, 2009; 2009 model year Zero DS motorcycles built July 27, 2009 through December 28, 2009; 2010 model year Zero S motorcycles built February 01, 2010 through March 31, 2011; and 2010 model year Zero DS motorcycles built January 20 2010 through March 31, 2011.

The front brake caliper bracket on the model motorcycles built between the above dates may experience permanent deformation when subjected to high braking loads. This condition could induce misalignment of the front brake pads with respect to the front brake rotor. Misalignment of the brake pads vs. the rotor may cause reduced front braking efficiency, which could lead to a possible crash and potential injury or death of the rider.

Our records indicate that you purchased one of these motorcycles listed above that may have the condition involved in this recall.

We strongly urge you to contact your Dealer/IR or Zero Motorcycles Customer Service department to make arrangements to have the appropriate service performed as soon as possible.

Please contact your Zero motorcycle Dealer/IR immediately and arrange an appointment to have your motorcycle repaired. The actual dealer labor time to perform this service will be less than one hour and thirty minutes; however, due to scheduling, the dealer may require your motorcycle for a longer period of time. The parts and labor will be free of charge to you. Recall kits will be available at your Dealer/IR by no later than the week of May 16th, 2011.

To verify that the service has been completed, your Dealer/IR will ask you to sign a recall claim. If you have sold your motorcycle, please forward the appropriate contact information about your purchaser. This will enable us to contact him/her and advise that person of this recall. Also, Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

If you have had this defect repaired before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. For more information contact Zero Motorcycle Inc. at 1 (888) 786-9376 ext 45. Should you choose to ride your motorcycle prior to this service, we urge you to be aware of this condition.

If you take your motorcycle to your Dealer/IR on a mutually agreed upon date and they do not perform the required service to your satisfaction, please contact Zero Motorcycles Inc. for immediate assistance at the address or telephone number listed on this letter. If your Dealer/IR or Zero Motorcycle Inc. fails or unable to remedy your motorcycle without charge within a reasonable time, you may wish to inform the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or contact NHTSA at <http://www.safercar.gov>

We regret any inconvenience this may cause you, but we are initiating this action in the interest of your personal safety and satisfaction with our products. Thank you for your cooperation.

Sincerely,

Richard Kenton
Director of Customer Service
Zero Motorcycles
1 Victory Square
Scotts Valley, CA 95066
888-786-9376 x43
Richard@zeromotorcycles.com

Instructions

5. Uncrate the motorcycle, see Service bulletin T007. Or if uncrated, clean the front fork and front brake area prior to commencing work.
6. Now remove the two allen M6 bolts, located on the front caliper brake mount with a M6 allen wrench/T handle.
7. Now the brake caliper will slide away from the front brake rotor, towards the rear of the motorcycle. Let the caliper which is still attached via the braided brake hose hang free.
8. Remove the two M5 brake pad pins from the front brake caliper, located either side of the braded brake line connection. Use a M5 allen wrench/T handle to loosen and remove bolts.
9. The brake pads will now be easily removable from the caliper, please remove them.

10. Located on the inside of the front brake caliper is a M6 bolt which secures the front brake caliper to the front brake caliper bracket, remove using a M6 allen wrench/T handle.
11. Slide the caliper away off the gold zinc coated locating pin and caliper bracket.
12. Remove the gold zinc coated locating pin from the caliper bracket, using a 12 mm box wrench/Spanner.
13. Remove the small M2.5 allen set screw (grub screw), from the front of the brake caliper bracket, this releves the locking of the front speed sensor pick up, it should now slide easierly out of the retaining bracket.
14. Now take the new front brake caliper bracket (PN: **25-02890**), that Zero motorcycles has supplied you, reverse the dismantle instruction above to mount the new caliper. See Torque table below.
15. Reassembly begins by reinstalling the gold zinc locating pin, using 12 mm box wrench to 8-10 NM.
16. Slide the caliper back onto the gold zinc locating pin and front brake caliper bracket.
17. Secure brake caliper with M6 allen bolt and torque to 11.7-13 NM.
18. Instail new brake pads, copper slip or brake greese on the back side of the pads to reduce brake squeal.
19. Reinstall M5 brake pad pins using M5 allen wrench to 8-10 NM.
20. Slide the brake caliper over the brake rotor, you may be required to carefully spread the brake pads using a large flat head screwdriver as leverage.
21. Reinstall both brake caliper bracket M6 bolts and tighten to 11.7-13 NM.
22. Connect the speed sensor and set the gap between the face of the speed sensor and the allen bolts on the front brake rotor to 1-2 mm, tighten the M2.5 set screw to secure it.
23. Now roll the bike forward and apply the front brake, if opertaion is sucessful the bike should stop. Now take the bike for test ride to check front brake performance and to insure the speedo functions correctly.

Torque Specifications

Application	Specification	
	Metric	English
Front Brake Caliper Bolts	11.7-13.0 N•m	8.6-9.6 lb ft
Front Brake Lever Pivot Bolt	22.5-25.0 N•m	16.6-18.5 lb ft
Front Master Cylinder Clamp Bolts	11.7-13.0 N•m	8.6-9.6 lb ft
Rear Brake Caliper Bolts	11.7-13.0 N•m	8.6-9.6 lb ft
Rear Master Cylinder Shield Bolts	11.7-13.0 N•m	8.6-9.6 lb ft

Parts guide

It comes as a kit PN: **25-03271**- 10MY S FRONT BRAKE UPGRADE KIT BY HB

Part Number	QTY	Description	
25-02890	1	2011 front brake caliper mount	Provided
25-02891	1	Caliper spacer	Provided
25-03285	2	2011 Brake pads	Provided

You are not required to order the part through the standard parts ordering method, these parts will auto ship. The cost of the labor will be claimed at the flat rate manual of 1.5 hours.

16. Timing and reimbursement

Although all parts and labor is covered by Zero Motorcycles, any miscellaneous cost (Bike transportation) can be claimed. It is necessary to denote a **Special Warranty Claim (type R – No. 003)** please refer to the Service Bulletin R 003 in the Notes of the claim.

TIMING: We kindly ask you to check the motorcycles and to insert the warranty claim not later than July 15th 2011

Example of warranty submission:

E-mail Richard@ZeroMotorcycles.com

EXAMPLE:

Motorcycle VIN	1Z9X2P052AC318016
Customer Name	Jeff Jolin
Battery serial number	N/A
Contact Tel #	888-786-9376 X 75
Comments	Jimmy (Zero trained Service tech) performed SB R 003. result was successful. Bike returned to customer.

If you have any questions reach out to the Customer Service hotline:
888-786-9376 ext 45