



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

September 20, 2012

Mr. RICHARD KENTON  
ZERO MOTORCYCLES INC.  
DIRECTOR OF CUSTOMER SERVICE  
1 VICTOR SQUARE  
SCOTTS VALLEY, CA 95066

NVS-215ET  
12V-455

**Subject:** Motor Encoder Position Signal/Possible Stall

Dear Mr. KENTON:

This letter serves to acknowledge ZERO MOTORCYCLES INC.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

ZERO/ZERO DS/2012  
ZERO/ZERO S/2012

**Mfr's Report Date:** September 13, 2012

**NHTSA Campaign Number:** 12V-455

**Components:**

EQUIPMENT:ELECTRICAL

**Potential Number of Units Affected:** 315

**Problem Description:**

Zero Motorcycles, Inc. (Zero Motorcycles) is recalling certain model year 2012 S and DS motorcycles. These motorcycles are equipped with a motor encoder position signal that may drift over the extended use of the motorcycle. If the signal drifts outside of the given parameters, the motor controller may shut off, resulting in the motorcycle inadvertently losing power.

**Consequence:**

A loss of power could lead to a crash and potential injury or death of the rider.

**Remedy:**

Zero Motorcycles will notify owners, and dealers will reprogram the motorcycle's motor controller free of charge. The safety recall is expected to begin on September 24, 2012. Owners may contact Zero Motorcycles, Inc. at 1-888-786-9376.

**Notes:**

Customers may contact The National Highway Traffic Safety Administration's Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to [www.safercar.gov](http://www.safercar.gov).

We have received your proposed owner notification letter and it is currently under review. You will be notified of any changes or concerns once our review is complete.

The information in your report suggests that Zero Motorcycles may have been aware of this issue more than five business days before filing a report with NHTSA. Please be reminded that under Federal law, this agency is to be notified of all safety defect and/or noncompliance decisions within five business days. 49 CFR 573.6 Significant civil penalties can be assessed for this violation.

Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Edison Thompson who may be reached by phone at 202-366-9525, or by email at [edison.thompson@dot.gov](mailto:edison.thompson@dot.gov) or through the office email at [rmd.odi@dot.gov](mailto:rmd.odi@dot.gov). We look forward to working with you.

Sincerely,

A handwritten signature in black ink, appearing to read "Jennifer Timian". The signature is fluid and cursive, with a long horizontal stroke at the end.

Jennifer Timian  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement