



## SAFETY RECALL NOTICE

Recall # 12V-307

July 16, 2012

Dear Zero Motorcycles Owner,

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

Zero Motorcycles has decided that a defect which relates to motor vehicle safety exists on certain 2011 Model Year S, DS, XD, MXD and XU model motorcycles and 2012 Model Year S, DS, X and XU model motorcycles built on or before March 19, 2012. These motorcycles have a front brake system brake-light switch that actuates at a brake lever travel point within a specified range. This brake lever travel range specification has been deemed too broad relative to ensuring that, on every motorcycle within the subject population, the switch actuation point and corresponding brake-light activation occur prior to moderate front brake application. This condition, if present on a motorcycle within this population, could lead to the brake-light not activating when moderate front braking is applied. Failure of the brake-light to activate when slowing down the motorcycle using moderate front braking may cause a diminished alert to drivers behind the motorcycle, which could lead to a possible crash and potential injury or death of the rider. Zero Motorcycles has voluntarily initiated this recall to correct this condition.

Our records indicate that you purchased one of the motorcycles listed above.

**We strongly urge you to contact your Zero Motorcycles dealer to make arrangements to have the appropriate service performed as soon as possible. Should you choose to ride your motorcycle prior to this service, we urge you to be aware of this condition.**

Please contact your Zero Motorcycles dealer 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; 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 by no later than the week of July 30, 2012. To verify that the service has been completed, your Dealer will ask you to sign a recall claim.

If you no longer own this motorcycle, please contact us at 1 (888) 786-9376 ext 45 so we may update our records and notify the new owner. 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 Motorcycles at 1 (888) 786-9376 ext 45.

If you take your motorcycle to your dealer on a mutually agreed upon date and they do not perform the required service to your satisfaction, please contact Zero Motorcycles for immediate assistance at the address or telephone number listed on this letter. If your dealer or Zero Motorcycles fails or is 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, Inc.