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Dealer Operator / General Manager	Sales New Vehicles	Sales Used Vehicles	Business Manager (F&I)	Service	Parts & Accessories	Administration
Date: Bulletin #	6/4/2013 SV-ZMC-R-057 Safety recall Code 13V-057 Battery Module Inspection	Source: Name: Title: Phone #:	Zero Motorcycles Aftersales Department Richard Kenton Service and Technical Dept. 888-786-9376 ext 43		Program Period: 06/20/2013 -09/29/2013	

SERVICE BULLETIN (Safety Recall TSB Code ZMC R-057): Battery Module Replacement NHTSA Campaign Number: 13V-257

Purpose

Zero Motorcycles has determined that a defect which relates to motor vehicle safety exists on certain 2013 Model Year FX and XU motorcycles built on or before May 21, 2013. These motorcycles have one or two modular batteries, which may contain manufacturing defects in their internal sealing compound that could allow water to penetrate the battery and contact the cells. Should water reach the cells, the cells may corrode and eventually release their electrolyte. The electrolyte could then form a conductive path between cells, which may lead to a rapid temperature increase and off-gassing of the battery. This condition could result in property damage and personal injury.

In the interest of motor vehicle safety and customer satisfaction, Zero Motorcycles has elected to initiate a voluntary recall (Campaign xxx-xxx) to remedy this defect. The remedy of this defect is for either a Zero Motorcycles representative or the authorized Zero Motorcycles dealers to remove the module(s) from these vehicles. The dealer will store them until a Zero Motorcycles representative arrives to collect the modules and return them to Zero Motorcycles for replacement.

Please contact Zero Motorcycles Customer Service immediately (1-831-325-0312) to arrange the collection of your motorcycle's module(s). The parts and labor will be free of charge to you. At this time, Zero Motorcycles is working diligently with our battery supplier to produce replacement modules that are free of this condition. We will keep you informed as to when these replacement modules will be delivered to you.

As required by law, you may sell but **NOT DELIVER** any affected motorcycles to your customers until the remedy is completed.

Applicable Models

This campaign applies to 2013 Model Year FX, MX and XU model motorcycles built on or before May 21, 2013. A VIN list specific to vehicles shipped to your dealership is available through Zero Motorcycles Service Portal (Service.Zeromotorcycles.com).

Customer Notification

In accordance with Federal regulations administered by NHTSA, Zero Motorcycles 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 for the associated remedy. 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.



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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 NHTSA.

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

Sample Owner Communication:

SAFETY RECALL NOTICE

June 24, 2013

NHTSA Campaign Number: 13V-257

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 2013 Model Year FX and XU motorcycles built on or before May 21, 2013. These motorcycles have one or two modular batteries, which may contain manufacturing defects in their internal sealing compound that could allow water to penetrate the battery and contact the cells. Should water reach the cells, the cells may corrode and eventually release their electrolyte. The electrolyte could then form a conductive path between cells, which may lead to a rapid temperature increase and off-gassing of the battery. This condition could result in property damage and personal injury. 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 Zero Motorcycles Customer Service to make arrangements to have your motorcycle's battery module(s) collected as soon as possible. Should you choose to ride your motorcycle prior to this service, we urge you to be aware of this condition.

The remedy of this defect is for Zero Motorcycles personnel or authorized Zero Motorcycles dealers to remove the module(s) from these vehicles and return them to Zero Motorcycles for replacement.

Please contact Zero Motorcycles Customer Service immediately (1-831-325-0312) to arrange for the collection of your motorcycle's module(s). The parts and labor will be free of charge to you. At this time, Zero Motorcycles is working diligently with our battery supplier to produce replacement modules that are free of this condition. We will keep you informed as to when these replacement modules will be delivered to you.

If you no longer own this motorcycle, please contact us at 1-888-841-8085 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 1-888-841-8085.



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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.

Timing and Reimbursement

Although all parts and labor are covered by Zero Motorcycles, any miscellaneous cost (bike transportation) can be claimed. It is necessary to denote a **Special Warranty Claim (type R – No. 057)** please refer to the Service Bulletin **ZMC R-057** in the Notes of the claim. **You are not required to order the part through the standard parts ordering method. The cost of the labor for any battery handling will be claimed at the flat rate manual of .50 hours. (30 minutes)**

We kindly ask you to service affected motorcycles and submit their warranty claim no later than August 15th, 2013.

Example of warranty submission:

Motorcycle VIN	1Z9X2P052ACA00023
Customer Name	Jeff Jolin
Battery serial number	12SG0143
Contact Tel #	888-786-9376 X 45
Comments	Jimmy (Zero trained Service tech) performed ZMC R-057 , result was replacing batteries. Bike returned to customer. NHTSA Campaign Number: 13V-257