



IMPORTANT SAFETY RECALL NOTICE

NHTSA Recall No. 14V-119

This notice applies to your vehicle VIN# XXXXXXXXXXX

April 11, 2014

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 2014 Model Year SR, S, DS and FX model motorcycles built on or before February 24, 2014. These motorcycles have a potential manufacturing defect in their motor rotors, which may allow the rotor to contact the stator at sustained maximum rpm. Should the rotor contact the stator during the operation of the motorcycle, the motor could lock up, potentially leading to a lockup of the rear wheel, which could lead to a crash. 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.

The remedy of this defect is for Zero Motorcycles dealers to conduct an in-motorcycle stationary screening test of the motor. Should the motor fail this test, it will be replaced with a new, pre-screened motor. Should you choose to ride your suspect motorcycle prior to having your dealer run this screening test, you should keep motor rpm below 5,000. 5,000 rpm corresponds to the following approximate top speed per model: 85 mph on SR, 79 mph on S, 82 mph on DS, and 71 mph on FX.

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 approximately 45 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 are available at your dealers now.

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.

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.