



XXXXXXXXXXXXX	XXXXXXXXXXXXX			XXXXXXXXXXXXX	XXXXXXXXXXXXX	XXXXXXXXXXXXX
Dealer Operator / General Manager	Sales New Vehicles	Sales Used Vehicles	Business Manager (F&I)	Service	Parts & Accessories	Administration
Date: Bulletin #	04/07/2014 SV-ZMC-R-60 Safety recall Code 14V-119 MY 14 Motor Check.	Source: Name: Richard Kenton Title: Service and Technical Dept. Phone #: 888-786-9376	Zero Motorcycles Aftersales Department			Program Period: 04/03/2014 -12/29/2014

SERVICE BULLETIN: (Safety Recall TSB Code ZMC R-060): 2014 Model Year Motor Operation Check NHTSA Campaign Number: 14V-119

Purpose

Zero Motorcycles has determined that a defect which relates to motor vehicle safety exists on certain 2014 Model Year S, DS, SR and FX motorcycles:

- 2014 model year Zero SR model motorcycles built 12/30, 2013 through 02/20, 2014
- 2014 model year Zero S model motorcycles built 12/26, 2013 through 02/18, 2014
- 2014 model year Zero DS model motorcycles built 01/24, 2014 through 02/04, 2014
- 2014 model year Zero FX model motorcycles built 01/14, 2014 through 01/27, 2014

This covers the entire range of motorcycles potentially containing the subject defect.

In the interest of motor vehicle safety and customer satisfaction, Zero Motorcycles has elected to initiate a voluntary recall (Campaign 14V-119) to remedy this defect. The remedy 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, and the defective motor shall be returned to Zero Motorcycles.

Dealers and owners should be advised to keep motor rpm below 5,000, should they choose to ride the suspect motorcycles prior to running this screening test. 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.

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 2014 Model Year S, DS, SR and FX model motorcycles built within the above date range (see 'Purpose' section). A VIN list specific to vehicles shipped to your dealership is available through Zero Motorcycles Service Portal (www.zeroserviceportal.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



XXXXXXXXXXXX	XXXXXXXXXXXX			XXXXXXXXXXXX	XXXXXXXXXXXX	XXXXXXXXXXXX
Dealer Operator / General Manager	Sales New Vehicles	Sales Used Vehicles	Business Manager (F&I)	Service	Parts & Accessories	Administration
Date: 04/07/2014 Bulletin # SV-ZMC-R-60 Safety recall Code 14V-119 MY 14 Motor Check.		Source: Zero Motorcycles Aftersales Department Name: Richard Kenton Title: Service and Technical Dept. Phone #: 888-786-9376				Program Period: 04/03/2014 -12/29/2014

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, 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:

IMPORTANT SAFETY RECALL NOTICE

NHTSA Recall No. 14V-119

This notice applies to your vehicle VIN# XXXXXXXXXXXX

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.



XXXXXXXXXXXX	XXXXXXXXXXXX			XXXXXXXXXXXX	XXXXXXXXXXXX	XXXXXXXXXXXX
Dealer Operator / General Manager	Sales New Vehicles	Sales Used Vehicles	Business Manager (F&I)	Service	Parts & Accessories	Administration
Date: 04/07/2014 Bulletin # SV-ZMC-R-60 Safety recall Code 14V-119 MY 14 Motor Check.		Source: Zero Motorcycles Aftersales Department Name: Richard Kenton Title: Service and Technical Dept. Phone #: 888-786-9376				Program Period: 04/03/2014 -12/29/2014

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.

XXXXXXXXXXXX	XXXXXXXXXXXX			XXXXXXXXXXXX	XXXXXXXXXXXX	XXXXXXXXXXXX
Dealer Operator / General Manager	Sales New Vehicles	Sales Used Vehicles	Business Manager (F&I)	Service	Parts & Accessories	Administration
Date: 04/07/2014 Bulletin # SV-ZMC-R-60 Safety recall Code 14V-119 MY 14 Motor Check.		Source: Zero Motorcycles Aftersales Department Name: Richard Kenton Title: Service and Technical Dept. Phone #: 888-786-9376				Program Period: 04/03/2014 -12/29/2014

Tools:

- Crick-it belt tension tool (Part Number 10-04627).
- Rear wheel stand - universal.
- 13 mm wrench (spanner).
- 27 mm wrench (spanner).

Parts required if Motor is Defective:

- Model SR Motor 75-7R Part Number: 30-06192-02
- Model S/DS Motor 75-7 Part Number: 30-07312-02
- Model FX Motor 75-5 Part Number: 30-07313-02

Process:

Step one:

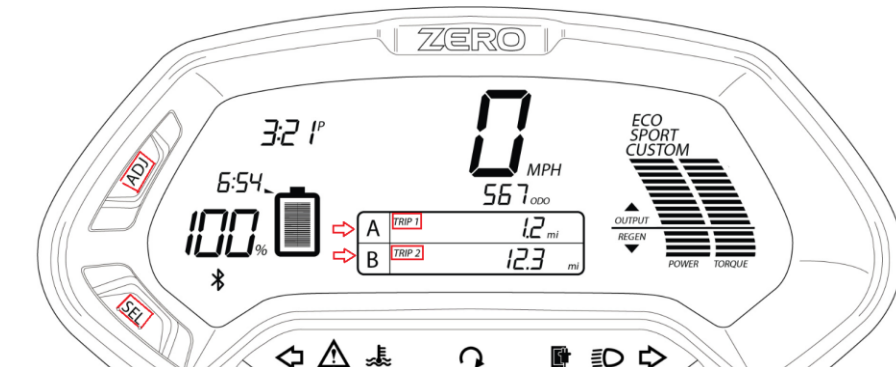
Raise rear wheel and secure the motorcycle using ratchet straps or tie-down straps, ensuring drive-line is clear, the front wheel should be on the ground or otherwise secured.

Step Two A:

Select the motor temperature reading display option on instrument cluster, by holding down the select button ‘SEL’ until the current display choice within ‘Section B’ flashes, then depress the adjustment button ‘ADJ’ until you have selected ‘Temp’.

Step Two B:

Select the motor RPM reading display option on instrument cluster, by holding down the select button ‘SEL’ until the current display choice within ‘Section A’ flashes, then depress the adjustment button ‘ADJ’ until you have selected ‘RPM’.



Step Three:

Using the “MODE” button on the handlebar, please select the “Sport” mode option.



XXXXXXXXXXXX	XXXXXXXXXXXX			XXXXXXXXXXXX	XXXXXXXXXXXX	XXXXXXXXXXXX
Dealer Operator / General Manager	Sales New Vehicles	Sales Used Vehicles	Business Manager (F&I)	Service	Parts & Accessories	Administration
Date: Bulletin #	04/07/2014 SV-ZMC-R-60 Safety recall Code 14V-119 MY 14 Motor Check.	Source: Name: Title: Phone #:	Zero Motorcycles Aftersales Department Richard Kenton Service and Technical Dept. 888-786-9376		Program Period: 04/03/2014 -12/29/2014	

Step Four:

Apply throttle until motorcycle reaches 6000 RPM (approx. 102 mph on SR, 95 mph on S, 98 mph on DS, and 85 mph on FX). You may use a throttle lock to hold throttle to maintain speed, or just manually hold it at that RPM/Speed. Max RPM on all 2014 models is 6000 RPM.

Step Five:

Hold throttle open with the motor spinning at 6000 RPM for a **timed** total of 20 minutes.

If motor temperature exceeds 242F (117C), pause test (release throttle, pause timer) for 3 minutes or until motor cools to 194F (90C) (whichever happens first), then resume test (resume timer, hold throttle open).

If the motor begins to decelerate and accelerate even when the throttle is being held open, check the motor temperature, it is likely above 242F, 117C, and follow the directions above.

Step Six:

Until 20 minutes has elapsed,

= PASS TEST

If you hear grinding or knocking sounds from the motor after a few minutes, use the key switch to stop the test immediately. If the motor stops spinning but there were no grinding noises from the motor, release the throttle key cycle the motorcycle and resume the test. If the issue persists, contact Zero Motorcycles.

= FAIL TEST. Contact Zero motorcycles Customer Service and order a replacement motor.

Please consider there are normal harmonics noises the belt makes; however, the failure noise will be different and resonate from the motor not the belt and sprockets.

If failed please note the time, in minutes and high temp indicated on the instrument cluster.

XXXXXXXXXXXX	XXXXXXXXXXXX			XXXXXXXXXXXX	XXXXXXXXXXXX	XXXXXXXXXXXX
Dealer Operator / General Manager	Sales New Vehicles	Sales Used Vehicles	Business Manager (F&I)	Service	Parts & Accessories	Administration
Date: Bulletin #	04/07/2014 SV-ZMC-R-60 Safety recall Code 14V-119 MY 14 Motor Check.	Source: Name: Title: Phone #:	Zero Motorcycles Aftersales Department Richard Kenton Service and Technical Dept. 888-786-9376		Program Period: 04/03/2014 -12/29/2014	

Step Seven:

In addition, the testing operator should list the following in the warranty submission:

Model, the last 5 digits of VIN of the bike and the 4 digit motor serial number, which can be located on the out facing motor case, see image #1.



Image #1.

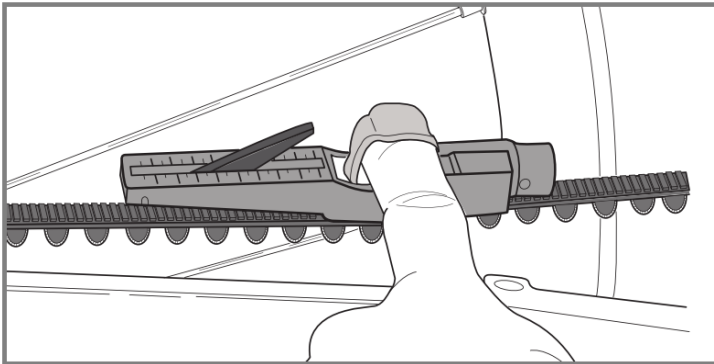
Step Nine:

Submit warranty claim: If **PASS**, for 45 minutes at your posted labor rate. If **FAIL**, please contact Zero 888-786-9376 for assistance.

XXXXXXXXXXXX	XXXXXXXXXXXX			XXXXXXXXXXXX	XXXXXXXXXXXX	XXXXXXXXXXXX
Dealer Operator / General Manager	Sales New Vehicles	Sales Used Vehicles	Business Manager (F&I)	Service	Parts & Accessories	Administration
Date: 04/07/2014 Bulletin # SV-ZMC-R-60 Safety recall Code 14V-119 MY 14 Motor Check.		Source: Zero Motorcycles Aftersales Department Name: Richard Kenton Title: Service and Technical Dept. Phone #: 888-786-9376				Program Period: 04/03/2014 -12/29/2014

Additional Steps:

Please check belt tension with Zero Motorcycles crick-it belt tension tool (Part Number 10-04627); ideal post-test belt tension will be between 20-30 kg, ideally 25 kg. Procedure is page 5.14 in the 2014 Owner’s Manual.



Crick-it belt tension tool (Part Number 10-04627)

If loose or overly tight please follow instructions for adjustment.

Timing and Reimbursement

Although all parts and labor are covered by Zero Motorcycles, any miscellaneous cost must be pre-approved by Zero Motorcycles Service Department; in a recall campaign bike transportation to the dealer can be claimed if necessary.

It is necessary to denote a **Special Warranty Claim (type R – No. 060)** please refer to the Service Bulletin **ZMC R-060** in the Notes of the claim. **You are required to order the part through the standard parts ordering method (www.zeroserviceportal.com).** If the motor is defective, it can be ordered through the standard parts ordering method. **The cost of the labor for this motor screening test will be claimed at the flat rate manual of .75 hours. (45 minutes)**

We kindly ask you to service affected motorcycles and submit their warranty claim no later than May 15th, 2014.