

# Part 573 Safety Recall Report

# 17V-145

**Manufacturer Name :** Zero Motorcycles Inc.**Submission Date :** MAR 07, 2017**NHTSA Recall No. :** 17V-145**Manufacturer Recall No. :** SV-ZMC-017-363**Manufacturer Information :**

Manufacturer Name : Zero Motorcycles Inc.

Address : 380 El Pueblo Road

Scotts Valley CA 95066

Company phone : 831-438-3500

**Population :**

Number of potentially involved : 61

Estimated percentage with defect : 32 %

**Vehicle Information :**

Vehicle 1 : 2017-2017 Zero Motorcycles S, DS, FXS

Vehicle Type : MOTORCYCLES

Body Style : OTHER

Power Train : HYBRID ELECTRIC

**Descriptive Information :** The Anti-Lock Braking System (ABS) Hydraulic Control Unit (HCU) on the subject motorcycles was configured with the incorrect model profile.

Production Dates : OCT 12, 2016 - FEB 25, 2017

VIN Range 1 : Begin : 538SMBZ4XHCA07525 End : 538SMBZ40HCA07601

 Not sequential

VIN Range 2 : Begin : 538SDAZ4XHCB07120 End : 538SDAZ41HCB07524

 Not sequential

VIN Range 3 : Begin : 538XXBZ44HCJ07923 End : 538XXBZ41HCJ07992

 Not sequential**Description of Defect :**

**Description of the Defect :** The Anti-Lock Braking System (ABS) Hydraulic Control Unit (HCU) on the subject motorcycles was configured with the incorrect model profile.

FMVSS 1 : NR

FMVSS 2 : NR

**Description of the Safety Risk :** If a braking event triggers the ABS, the incorrect ABS profile on these subject motorcycles will not behave as intended, which could increase the risk of a crash.

Description of the Cause : NR

**Identification of Any Warning that can Occur :** NR

## Supplier Identification :

### Component Manufacturer

Name : Robert Bosch LLC  
Address : 38000 Hills Tech Drive  
Farmington Hills MICHIGAN 48331  
Country : United States

## Chronology :

On February 22, 2017, during development testing of a future model, a Zero test rider commented that “the front ABS seemed to come on a bit earlier than normal”. This was followed by similar comments on the same motorcycle made by two additional test riders on February 24 and 28.

On March 01, 2017, it was determined that this test motorcycle had been configured with the incorrect ABS profile. When looking into the reason behind this, it was discovered that due to errors in programming by both the supplier of the HCU (Robert Bosch LLC) and Zero Motorcycles production, the suspect population noted above was configured with the incorrect ABS profile.

On March 06, 2017, Zero Motorcycles completed its internal investigation with regards to the implications of this concern and concluded that the subject population should be recalled. Zero Motorcycles executive management considered this information and determined that a program should be conducted to remedy this condition.

Zero Motorcycles is not aware of any accidents or injuries caused by this condition.

## Description of Remedy :

Description of Remedy Program : Zero Motorcycles dealers will either reconfigure the motorcycle’s HCU or replace it, so that it has the correct profile corresponding to each of the models in the affected population. The labor time for reconfiguring the HCU is 0.25 hours, and the time for replacing it is between 1 and 1.5 hours, depending on model.

How Remedy Component Differs from Recalled Component : The recall component was configured with the incorrect model ABS profile. The remedy component will be configured with the correct model ABS profile.

Identify How/When Recall Condition was Corrected in Production : Zero Motorcycles corrected the production equipment that is used to select the model-specific ABS profile. Robert Bosch LLC corrected their internal process that resulted in the incorrect programming of the HCU’s.

**Recall Schedule :**

Description of Recall Schedule : Assuming NHTSA approval timing permits, Zero Motorcycles expects to notify its dealer network no later than the week of March 13, 2017 and motorcycle owners no later than the week of March 20, 2017.

Planned Dealer Notification Date : MAR 13, 2017 - MAR 17, 2017

Planned Owner Notification Date : MAR 20, 2017 - MAR 24, 2017

\* NR - Not Reported