



IMPORTANT SAFETY RECALL NOTICE

NHTSA Recall No. 17V-436

This notice applies to your vehicle VIN# XXXXXXXXXXX

July 21, 2017

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 certain 2017 model year Zero S ZF6.5, S ZF13.0, DSP ZF13.0 and SR ZF13.0 model motorcycles built between May 24, 2017 and June 19, 2017 fail to conform to the requirements of Federal Motor Vehicle safety Standard No. 108, "Lamps, Reflective Devices, and Associated Equipment". Turn signal lamp failure could occur, and the flasher unit may not exhibit the regulatory required behavior ("significant change in the flashing rate") to notify the rider of 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 test the motorcycle's flasher for the regulatory required behavior and replace it if it should not display this behavior.

Please contact your Zero Motorcycles dealer immediately and arrange an appointment to have your motorcycle repaired. The actual dealer labor time for testing the flasher is 0.25 hours, and the time for replacing it is between 0.5 and 1.0 hours, depending on model; however, the dealer may require your motorcycle for a longer period of time. The parts and labor will be free of charge to you. Replacement parts are now available for order by your dealer.

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,

Aaron Cheatham
Director of Customer Service
Zero Motorcycles Inc.