



Dealer Operator / General Manager	Sales New Vehicles	Sales Used Vehicles	Business Manager (F&I)	Service	Parts & Accessories	Administration
Date: Bulletin #	Jul 17, 2017 SV-ZMC-017-369	Source: Phone #:	Zero Motorcycles Aftersales Department US: (888) 786-9376 Ext. 2			Program Period: Commencing July 17, 2017

SERVICE BULLETIN: 2017 Flasher Relay Recall

Purpose

Zero Motorcycles has determined that a defect that relates to motor vehicle regulatory compliance exists on selected 2017 Model Year S ZF6.5, S ZF13.0, DSP ZF13.0, and SR ZF13.0 model motorcycles built between May 24, 2017 and May 30, 2017. Due to a component manufacturing defect, the flasher unit on the subject motorcycles may not be compliant to regulations FMVSS 571.108 S9.3.6.

Applicable Models

The population of 10 motorcycles includes:

- 2017 Zero S ZF6.5
- 2017 Zero S ZF13.0
- 2017 Zero DSP ZF13.0
- 2017 Zero SR ZF13.0

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

Customer Notification

In accordance with Federal regulations administered by NHTSA, Zero Motorcycles 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.

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

This notice applies to your vehicle VIN# XXXXXXXXXXXX

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.



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Zero Motorcycles has determined that a defect which relates to motor vehicle safety exists on selected 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. Due to a component manufacturing defect, the flasher unit on the subject motorcycles may not be compliant to regulation FMVSS 571.108 S9.3.6. If a turn signal lamp failure should occur, 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.

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Tools Required for Inspection

- #1 Phillips Screwdriver

Parts Required

- None unless flasher replacement required.
- If flasher requires replacement, please order part number 65-08015 - TURN SIGNAL FLASHER ECIE LOW NOISE.

Procedure

1. Key on motorcycle and confirm 12V system (ie. headlight, indicators, etc.) is powered on.
2. Activate the left turn signal and then the right turn signal to ensure all bulbs are good.
3. Turn off direction indicators.
4. With a small Philips head screw driver remove the lens of the rear left turn signal (fig 1).
5. Activate the left turn signal.



Figure 1: Removing indicator lens

6. Turn the rear left indicator bulb a quarter turn counterclockwise and back out the bulb until it stops flashing (fig 2).



Figure 2: Pull out bulb and ensure front indicator begins to flash faster



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- When the rear bulb is removed from the circuit, the front left bulb and dash icon should start flashing twice as fast. **If the flash rate does not increase when only one bulb is left flashing then the flasher relay unit must be replaced.**
- Reinstall the bulb and ensure the flash rate returns to the normal operating rate.
- Reinstall the lens to the turn signal housing and tighten the screw to secure it.
- To confirm hazard light functionality, activate the red hazard switch (fig 3) on the left hand switch gear and confirm that all four turn signal bulbs flash at a consistent rate.



Figure 3: Red hazard switch to flash all four signal bulbs

- Let the hazards flash for 30 seconds and ensure all bulbs continue to flash.
- If the bulbs flash erratically or stop flashing, while the hazard switch is on, the flasher relay unit should be replaced. Please order part number 65-08015 - TURN SIGNAL FLASHER ECIE LOW NOISE.
- When test is complete, turn off hazard switch, and key off motorcycle.
- If flasher relay is replaced, repeat test to confirm functionality.

Warranty Claim Reimbursement

To receive reimbursement for the work performed under this service campaign, the Dealer must submit a Service Bulletin/Recall Warranty Claim for the part and labor hours incurred with the following information:

- Fault Summary: SV-ZMC-017-369 MY17 Flasher Relay Recall
- Fault Area: 45-Electrical Component
- Fault Code: 91-Service Bulletin Recall
- Service Bulletin/Recall: SV-ZMC-017-369 MY17 Flasher Relay Recall

Zero Motorcycles believes that the time that should be allotted for this work is 15 minutes (0.30 hours) to inspect, and between 30 minutes (0.50 hours) to one hour to replace depending on the motorcycle model. We do not reimburse any costs related to loaner or temporary replacement motorcycles or other vehicles.