



<i>Dealer Operator / General Manager</i>	<i>Sales New Vehicles</i>	<i>Sales Used Vehicles</i>	<i>Business Manager (F&I)</i>	<i>Service</i>	<i>Parts & Accessories</i>	<i>Administration</i>
Date: Bulletin #	Dec 4, 2017 SV-ZMC-018-380	Source: Phone #:	Zero Motorcycles Aftersales Department US: (888) 786-9376 Ext. 2			Program Period: Commencing December 4, 2017

SERVICE BULLETIN: 2018 Vehicle Emission Control Information (VECI) Label Recall

Purpose

Zero Motorcycles has determined that a defect that relates to motor vehicle regulatory compliance exists on selected 2018 Model Year S ZF7.2, S ZF13.0, DS ZF13.0, DSR ZF14.4, FX ZF7.2, FXS ZF7.2, and SR ZF14.4 model motorcycles built between September 9, 2017 and October 11, 2017. Due to a misprint, the VECI label on the subject motorcycles may not be compliant to regulations FMVSS 571.108 S9.3.6.

Applicable Models

The population of 36 motorcycles includes:

- 2018 Zero S ZF7.2
- 2018 Zero S ZF13.0
- 2018 Zero DS ZF13.0
- 2018 Zero SR ZF14.4
- 2018 Zero DSR ZF14.4
- 2018 Zero FX ZF7.2
- 2018 Zero FXS ZF7.2

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 non-compliance 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# XXXXXXXXXXXXX

December 4, 2017



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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 determined that a defect which relates to motor vehicle regulatory compliance exists on 2018 Model Year motorcycles built between September 05, 2017 and October 12, 2017. Due to a data input error, the VECI labels on the subject motorcycles are not compliant to regulations FMVSS 571.108 S9.3.6. The labels incorrectly state the model year as 2017 instead of 2018.

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 remove the incorrect label and replace it with a corrected label, supplied by Zero Motorcycles.

Please contact your Zero Motorcycles dealer immediately and arrange an appointment to have your motorcycle repaired. The actual dealer labor time for replacing the label is 0.15 hours; 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

- Rubbing Alcohol
- Shop Rag

Parts Required

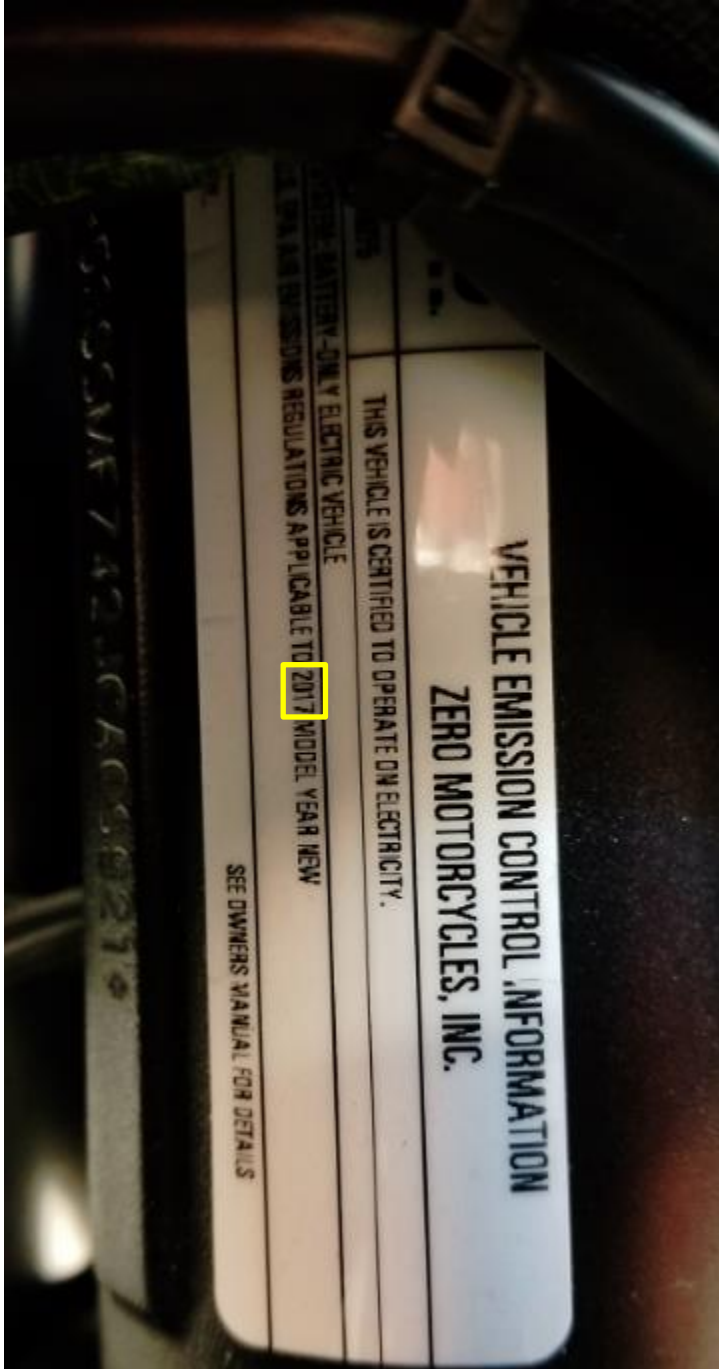
- Replacement VECI Label



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Procedure

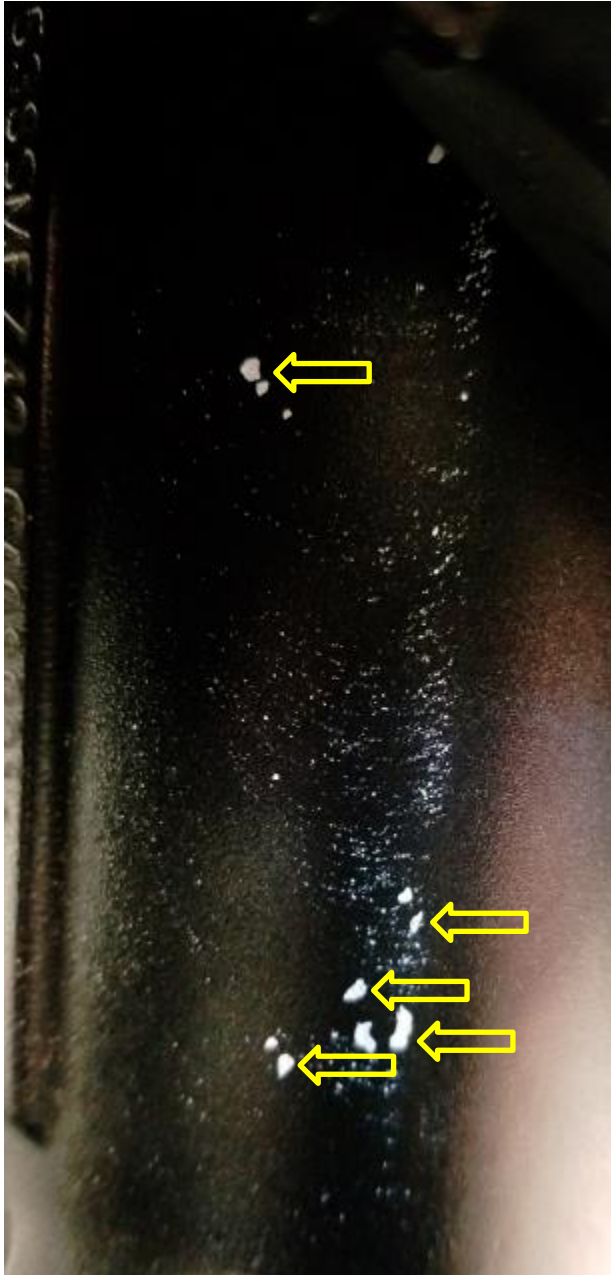
1. Verify incorrect label





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2. Peel label from frame
3. Clean remaining "void" remnants from frame





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4. Apply new correct label (verify correct Engine Family)
S ZF7.2 / FX – FXS ZF7.2



S – DS ZF13.0 - SR – DSR ZF14.4



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-018-380 MY18 VECI Label Recall
- Fault Area: 21-Frame
- Fault Code: 91-Service Bulletin Recall
- Service Bulletin/Recall: SV-ZMC-018-380 MY18 VECI Label Recall

Zero Motorcycles believes that the time that should be allotted for this work is 15 minutes (0.30 hours). We do not reimburse any costs related to loaner or temporary replacement motorcycles or other vehicles.