

Complete Chronology of Defect

On July 21, 2016, Zero Motorcycles was notified of a thermal event that occurred in Hong Kong while one of its 2012 Model Year Model S Police motorcycles was charging. Zero sent a contract Battery Technical Expert to Hong Kong, who reviewed both the motorcycle that suffered the incident and other motorcycles of the same model and model year in the affected police department's fleet. On August 23, 2016, after having completed his investigation and analysis, this expert concluded the event was caused by unexpected wear of a cell pouch against its holder, and the unusual corrosive environment in Hong Kong that penetrated the pouch and led to an internal short in the cell. No cells examined outside of Hong Kong demonstrated this condition. Zero notified the cell manufacturer, EIG, of both the event and the conclusions of its forensic analysis, and EIG responded by stating they had never seen this condition, nor were they able to reproduce it. On October 2, 2017, Zero Motorcycles was notified of two thermal events in Canada and Texas that occurred while 2012 Model Year Model S motorcycles were being ridden. A detailed forensic analysis of these events conducted by both the individual contracted to conduct the Hong Kong investigation as well as Zero's internal Battery Technical Expert took place over the next several weeks. Since, due to the extensive damage to both vehicles, it was difficult to diagnose the thermal events with certainty, Zero's Battery Technical Expert conducted additional analysis of battery packs returned to Zero through Zero's Customer Service function and was eventually able to identify cells that exhibited this wear and humidity intrusion condition. EIG was asked to participate in this analysis but have not responded to this request. On March 26, 2018, Zero Motorcycles completed its internal investigation with regards to 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.

This recall does not involve 2012 Zero X or XU models.