



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

November 23, 2020

Mr. Chris Langlois  
Customer Service  
Zero Motorcycles Inc.  
380 El Pueblo Rd.  
Scotts Valley, CA 95066

NEF-150SS  
20V-704

**Subject:** Water may Enter Front Brake Switch

Dear Mr. Langlois:

This letter serves to acknowledge Zero Motorcycles Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

ZERO/SR/F/2020  
ZERO/SR/S/2020

**Mfr's Report Date:** November 13, 2020

**NHTSA Campaign Number:** 20V-704

**Components:**

EXTERIOR LIGHTING:BRAKE LIGHTS:SWITCH

**Potential Number of Units Affected:** 659

**Problem Description:**

Zero Motorcycles Inc. (Zero) is recalling certain 2020 SR/F and SR/S motorcycles. The front brake switch can fail from water getting into the switch.

**Consequence:**

An inoperable front brake switch will not illuminate the brake light when the rider applies the front brakes. Following vehicles may not realize the motorcycle is braking. Cruise control will not shut off with the application of the front brakes. Both conditions increase the risk of a crash.

**Remedy:**

Zero will notify owners, and dealers will replace the front brake switch, free of charge. The recall is expected to begin November 30, 2020. Owners may contact Zero customer service at 1-888-841-8085. Zero's number for this recall is SV-ZMC-021-020.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

We have received Zero's proposed owner notification letter and approved it for distribution.



Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Sarah Shiver who may be reached by phone at (202) 366-7401, or by email at [sarah.shiver@dot.gov](mailto:sarah.shiver@dot.gov). We look forward to working with you.

Sincerely,



Joshua Neff  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement