



Dealer Operator/General Manager	Sales New Vehicles	Sales Used Vehicles	Business Manager (F&I)	Service	Parts & Accessories	Administration
Date: October XX, 2020			Source: Zero Motorcycles Customer Service Department, Americas and ROW			

Safety Recall: 2021 DC-DC Converter

NHTSA Campaign Number: 20V-640

Purpose

Zero Motorcycles has determined that a defect, which relates to motor vehicle safety, exists on certain 2021 Model Year SR, S, DSR, DS, FX and FXS model motorcycles built between August 19, 2020 and October 5, 2020. The subject motorcycles were assembled with a DC-DC converter that may have insufficient power output margin. If a DC-DC converter does not have enough power output margin to support all power demands, it may temporarily shut off when its power capacity is exceeded, with no warning to the rider. Should this occur during an Anti-Lock Braking System (ABS) activated event, the ABS and all vehicle lights would temporarily stop functioning, which could increase the risk of a crash.

In the interest of motor vehicle safety and customer satisfaction, Zero Motorcycles has elected to initiate a voluntary recall (Campaign 20V-640) to remedy this defect. The remedy of this defect is to have Zero Motorcycles dealers replace the revision B DC-DC converter with a revision A

As required by law, you may sell but NOT DELIVER any affected motorcycles to your customers until the remedy is completed.

Applicable Models

The recall population of 64 motorcycles includes selected 2021 model year Zero SR, S, DSR, DS, FX and FXS built between August 19, 2020 and October 5, 2020.

Owner Notification

In accordance with Federal regulations administered by NHTSA, Zero Motorcycles will send a letter to registered owners of affected motorcycles, notifying them of this safety-related condition and instructing them to contact their dealer for the associated remedy. A sample of the owner letter is attached. Zero will also try to contact these customers via email.

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.

If you have any questions, please contact the Aftersales Hotline.
In the Americas: 888-RUN-ZERO (888-786-9376) Ext 8



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Sample Owner Communication

IMPORTANT SAFETY RECALL NOTICE

This notice applies to your vehicle VIN# XXXXXXXXXXX

November XX, 2020

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 safety, exists on certain 2021 Model Year SR, S, DSR, DS, FX and FXS model motorcycles built between August 19, 2020 and October 5, 2020. The subject motorcycles were assembled with a DC-DC converter that may have insufficient power output margin. If a DC-DC converter does not have enough power output margin to support all power demands, it may temporarily shut off when its power capacity is exceeded, with no warning to the rider. Should this occur during an Anti-Lock Braking System (ABS) activated event, the ABS and all vehicle lights would temporarily stop functioning, which could increase the risk of a crash. Zero Motorcycles has voluntarily initiated this recall to correct 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 a Zero Motorcycles authorized dealer to replace the incorrect revision B DC-DC converter with the correct revision A, which is designated in writing on the label. Should you choose to ride your suspect motorcycle prior to having your dealer perform this replacement, you should be aware of this condition and avoid running any accessories on the accessory outlet.

Please contact your Zero Motorcycles dealer immediately and arrange an appointment to have your motorcycle repaired. The actual dealer labor time to perform this service will be approximately 1 hour and 30 minutes; however, due to scheduling, the dealer may require your motorcycle for a longer period. 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>.

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We value safety above all else and strive for the highest standards in ride quality and experience, and we deeply regret this inconvenience. Zero Motorcycles would not be issuing this action if it were not in the interest of your personal safety, satisfaction and enjoyment of your Zero motorcycle. Thank you for your understanding, and we look forward to a swift and smooth remediation of this issue.

Sincerely,
Aaron Cheatham
Vice President of Customer Experience
Zero Motorcycles Inc.

Tools Required

- Controller Discharge Tool (p/n 85-05665)
- 3mm hex wrench
- 4mm hex wrench
- 5mm hex wrench
- 10mm wrench
- Philips screwdriver

Parts Required

- 500W DC-DC CONV SEVCON REV A (p/n 60-07190-01)

Procedure

Caution: Always perform the High Voltage Discharging procedure prior to servicing any High Voltage component or connection. Proper procedures must be followed!

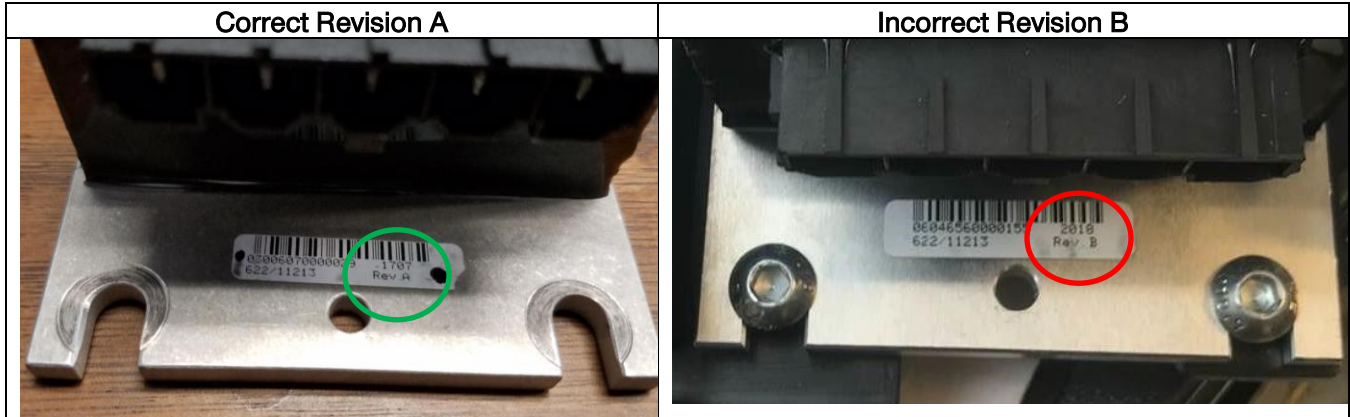
The procedure for the replacement of a DC-DC converter differs based on the applicable model. Please refer to the 20MY or 21MY Service Manual, which have the same procedures, available at the service.zeromotorcycles.com website under the applicable model for full details.

The correct Revision A DC-DC converter can be distinguished from the incorrect Revision B DC-DC converter by examining the label on the silver, slotted bracket end of the components. See pictures below.

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Please ensure the incorrect Rev B DC-DC converter is marked to avoid potential mix-up and contact the Zero Motorcycles Customer Service or Aftersales team to have a call tag generated to support the return shipment of the replaced converter to Zero Motorcycles.

Timing and Reimbursement

To receive reimbursement for the work performed and parts used under this service campaign, the dealer must submit a warranty claim for the replacement costs incurred that includes the following information:

- Warranty Claim Type: Service Campaign/Recall
- Fault Summary: 2021 DC-DC Converter Recall
- Fault Area: 50-DC/DC Converter
- Fault Code: 91-Service Bulletin Recall

See the example below for full details.

Warranty

Warranty Claim Type:

First Repair Order Date: [10/15/2020]

Repair Completed Date: [10/15/2020]

Order/Invoice #:

Labor Time:

Parts Shipping Charges:

Resolution:

Fault Summary:

Fault Area:

Fault Code:

Current Odometer Reading:

Zero Motorcycles believes that the time that should be allotted to this work is 90 minutes (1.5 hours). We do not reimburse any costs related to loaner or temporary replacement motorcycles or other vehicles.

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Questions

Please contact the Customer Service or Aftersales Teams with any questions:

Customer Service Team, Americas and ROW

Phone: (888) RUN-ZERO Ext. 2 / (888) 786-9376 Ext. 2

Email: support@zeromotorcycles.com

Team members include: Allison Seibert, Buffi Warner, Jesse Rodriguez, Matt Johnson, Sam Ritzo and Vinicius DaSilva

Aftersales Team, Americas and APAC Contact Information

Phone: (888) RUN-ZERO Ext. 8 / (888) 786-9376 Ext. 8

Email: parts@zeromotorcycles.com

Team members include: Carli Saccomano and Nicholas Bradfield

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