



Dealer Operator/General Manager	Sales New Vehicles	Sales Used Vehicles	Business Manager (F&I)	Service	Parts & Accessories	Administration
Date: November 16, 2020			Source: Zero Motorcycles Customer Service Department, Americas and ROW			

## Safety Recall: 20MY SR/F/S Front Brake Switch Recall

### NHTSA Campaign Number: 20V-704

#### Purpose

Zero Motorcycles has determined that a defect, which relates to motor vehicle safety, exists on certain 2020 Model Year SR/F and SR/S model motorcycles built between February 14, 2019 and June 19, 2020. The subject motorcycles were assembled with a front brake switch manufactured with improper glue that may allow water intrusion, which can increase the switch resistance over time and potentially lead to the loss of operation of the switch. If the front brake switch fails to operate, the rear brake light will not illuminate when the rider applies the front brake only; it will still illuminate if the rear brake is applied. If the motorcycle is in cruise control mode and the front brake switch fails to operate, the cruise control mode will not be interrupted by the application of the front brake only; it will still be interrupted by the application of the rear brake or by pressing the cruise control button. Either of these conditions 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-704) to remedy this defect. The remedy of this defect is to have Zero Motorcycles dealers replace the recalled front brake switch with a remedy front brake switch.

**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 659 motorcycles includes selected 2020 model year Zero SR/F and SR/S built between February 14, 2020 and June 19, 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

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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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**

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 2020 Model Year SR/F and SR/S model motorcycles built between February 14, 2019 and June 19, 2020. The subject motorcycles were assembled with a front brake switch manufactured with improper glue that may allow water intrusion, which can increase the switch resistance over time and potentially lead to the loss of operation of the switch. If the front brake switch fails to operate, the rear brake light will not illuminate when the rider applies the front brake only; it will still illuminate if the rear brake is applied. If the motorcycle is in cruise control mode and the front brake switch fails to operate, the cruise control mode will not be interrupted by the application of the front brake only; it will still be interrupted by the application of the rear brake or by pressing the cruise control button. Either of these conditions could increase the risk of a crash.

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 recalled front brake switch with a remedy front brake switch. Should you choose to ride your suspect motorcycle prior to having your dealer perform this replacement, you should be aware of this condition and perform a “pre-ride inspection,” as specified in Zero motorcycles Owners’ Manuals, to confirm that the rear brake light illuminates when the front brake is applied.

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 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

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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 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**

Philips screwdriver

**Parts Required**

JJUAN FRONT MASTER CYLINDER BRAKE LIGHT SWITCH SDS (p/n 25-08044)

**Procedure**

The recalled front brake switch can be distinguished from the remedy front brake switch by examining the bezel or ring around the button. The remedy component has a white button with a red bezel. The recalled component has a white button with a black bezel. See pictures below.

Remedy Switch	Recalled Switch
	

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Please ensure the recalled front brake switch is marked and destroyed to avoid a potential mix-up and accidental reuse. The recalled component does not need to be returned 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: 21MY SR/F/S Front Brake Switch Recall
- Fault Area: 50-DC/DC Converter
- Fault Code: 91-Service Bulletin Recall

See the example below for full details.

Zero Motorcycles believes that the time that should be allotted to this work is 30 minutes (0.5 hours). We do not reimburse any costs related to loaner or temporary replacement motorcycles or other vehicles.

### 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, Gavin Haight, 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

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Team members include: Carli Saccomano and Nicholas Bradfield

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