



[VIA REGISTERED MAIL AND EMAIL]

## IMPORTANT SAFETY RECALL NOTICE

This notice applies to your vehicle with VIN# [REDACTED]  
Recall SV-ZMC-021-020 / NHTSA Recall #20V704

[REDACTED]  
SAN JOSE, CA 95112

November 30, 2020

Dear Zero Motorcycle 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 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.

Regards,

Aaron S. Cheatham  
VP of Customer Experience  
Zero Motorcycles, Inc.