



[VIA REGISTERED MAIL AND EMAIL]

IMPORTANT SAFETY RECALL

This notice applies to your vehicle with VIN#[VIN NUMBER]
Recall SV-ZMC-022-418 / NHTSA Recall #21V-940

[Name]
[Address]
[City, State Postal Code]

January 10, 2021

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 decided that certain model year 2022 Zero SR, Zero SR/F and Zero SR/S model motorcycles built between November 15, 2021 and November 22, 2021 fail to comply with Federal Motor Vehicle Safety Standard No. 122, "Motorcycles Brake System." The subject motorcycles were manufactured with rear brake pads that are different from the brake pads that were used to certify compliance with FMVSS 122. The rear brakes may not work as intended and a crash without warning could occur.

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 inspect and replace the rear brake pads. Should you choose to ride your suspect motorcycle prior to having your dealer perform this rework, you should be aware of this condition and brake cautiously including using the front brakes.

Please contact your Zero Motorcycles dealer immediately and arrange an appointment to have your motorcycle repaired. If you are unsure of the location of your nearest authorized dealer, please use the dealer locator located on our website at <https://www.zeromotorcycles.com/dealer-locator>. The actual dealer labor time to perform this service will be approximately 20 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 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
Chief of Staff
Zero Motorcycles, Inc.