



| Dealer Operator/ General Manager | Sales New Vehicles | Sales Used Vehicles | Business Manager (F&I) | Service | Parts & Accessories | Administration |
|----------------------------------|--------------------|--|------------------------|---------|---------------------|----------------|
| Date: October 24, 2023 | | Source: Zero Motorcycles Customer Service Department | | | | |

10-08127 and 10-08140 Aftermarket Chain Kits

NHTSA Campaign Number: SV-RCL-023-014

Purpose

Zero Motorcycles has determined that aftermarket chain kits 10-08127 and 10-08140 had installation instructions that were incorrect. These instructions could lead to the compromise of the retention compound of the motor shaft’s target magnet.

In the interest of motor vehicle safety and customer satisfaction, Zero Motorcycles has elected to initiate a voluntary Equipment Recall (Campaign 23E-074) to remedy this issue. The remedy is to have Zero Motorcycles dealers inspect and replace the motor with a new motor sprocket pre-installed, by Zero, on affected motorcycles (chain kit installed).

It is a violation of Federal law for you to deliver any new motorcycle in your inventory that is affected by this recall until the remedy is completed. You may sell an affected motorcycle, but you may not deliver it prior to the remedy being completed. In addition, Zero Motorcycles urges each dealer to repair any previously owned motorcycles that are in its inventory prior to resale to a consumer.

Applicable Models

Out of the 306 wholesaled Subject Chain-Kits, any that were installed by non-factory service facilities (dealers / customers) and followed the incorrect instructions are potentially involved.

Owner Notification

In accordance with Federal regulations administered by NHTSA, Zero Motorcycles will contact registered owners of affected motorcycles, notifying them of this equipment condition and instructing them to contact their dealer for the associated remedy. 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 rework is performed on all affected motorcycles. Therefore, we strongly encourage you to 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 new motorcycles, with chain kit, in your inventory, which you installed, prior to delivery to your customers, and we urge you to perform the recall service on any previously owned motorcycles, with chain kit, which you installed, in your inventory.

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 contact them, as required by Federal law.

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 Customer Service Team.
 In the Americas: 888-RUN-ZERO (888-786-9376) Ext 2
 In the EMEA region: +31 (0) 72 5112014



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Procedure

Refer to the appropriate Service Manual if motor replacement is required.

Timing and Reimbursement

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

- Fault Summary: Chain Kit Installation Recall
- Fault Area: 3000-Motor
- Fault Code: 9904-Service Bulletin Recall
- Service Bulletin / Recall: SV-RCL-023-014 Chain Kit Installation Recall
- Warranty Claim Type: Service Bulletin/Recall

See example below for full details.

Technical

Fault Summary: Chain Kit Installation Recall

Fault Area: 3000-Motor

Fault Code: 9904-Service Bulletin Recall

Current Odometer Reading: 111

Mileage Type: Miles

Service Bulletin / Recall: --None--

Detailed Description: Zero Motorcycles has determined that aftermarket chain kits 10-08127 and 10-08140 had installation instructions that were incorrect. These instructions could lead to the compromise of the retention compound of the motor shaft's target magnet.

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Warranty

Warranty Claim Type: Service Bulletin/Recall

First Repair Order Date: 10/17/2023 [10/17/2023]

Repair Completed Date: 10/17/2023 [10/17/2023]

Order #

Invoice #

Labor Time

Parts Shipping Charges

Resolution: Replace the motor with a new motor sprocket pre-installed, by Zero, on affected motorcycles (chain kit installed).

Zero Motorcycles believes that the time that should be allotted to this work is 3.0 hours. We do not reimburse any costs related to towing or loaner/temporary replacement motorcycles/vehicles.

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