



IMPORTANT SAFETY RECALL

Recall SV-RCL-023-014 / NHTSA Recall #23E-074

October 31, 2023

Dear Zero Motorcycle Owner,

This notice is being sent in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Zero Motorcycles has determined that aftermarket chain kits 10-08127 and 10-08140 were shipped with incorrect installation instructions. While Zero has no reason to believe that chain kits 10-08127 and 10-08140 were themselves defective, Zero has discovered that by installing them in accordance with the incorrect instructions, it is possible that the retention compound which secures the motor shaft's target magnet could have been compromised on any motorcycle upon which a 10-08127 or 10-08140 chain kit was installed by a non-factory service facility (i.e., a dealer or a customer). This, in turn, could cause the target magnet to move, which could cause the motor to respond unexpectedly to throttle input, including but not limited to potentially switching to reverse without the rider's knowledge, thereby causing a crash.

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.

In the interest of motor vehicle safety and customer satisfaction, Zero has elected to initiate a voluntary Equipment Recall (Campaign 23E-074) to remedy this issue. The remedy is to have a Zero authorized dealer assess the mileage on each potentially affected motorcycle. If it is determined that the chain kit installed on the affected motorcycle has a minimum of 5,000 vehicle miles since installation without experiencing any of the throttle response issues described above, Zero has determined there is no need for any corrective action. However, if it is determined that the chain kit installed on the affected motorcycle has fewer than 5,000 vehicle miles, or if the chain kit mileage cannot be determined, or if the affected motorcycle regardless of mileage has experienced any throttle response issues, the Zero authorized dealer should replace the motor of the affected motorcycle with a new motor which has a sprocket chain kit pre-installed by Zero.

Please contact your Zero Motorcycles dealer immediately and arrange an appointment to have your motorcycle inspected and repaired (if necessary). 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 inspection will be approximately 20 minutes; however, due to scheduling, the dealer may require your motorcycle for a longer period if the motor needs to be replaced. 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,

Chris M. Langlois
Director of Technical and Commercial Services
Zero Motorcycles, Inc.