



SAFETY RECALL NOTICE

July 16, 2012

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 decided that a defect which relates to motor vehicle safety exists on 2012 Model Year S, DS, X and XU model motorcycles built on or before April 13, 2012. These motorcycles have a Battery Management System (BMS) printed circuit board (PCB) with insufficient weatherproofing compound on its connector pins. This condition could cause adjacent pairs of the BMS PCB connector pins to short-circuit when subjected to wet conditions. Short-circuiting of the BMS PCB connector pins could cause the motorcycle to inadvertently lose power, which could lead to a possible crash and potential injury or death of the rider. Zero Motorcycles has voluntarily initiated this recall to correct this condition.

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.

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 less than two hours; however, due to scheduling, the dealer may require your motorcycle for a longer period of time. The parts and labor will be free of charge to you. Recall kits will be available at your dealer by no later than the week of July 16, 2012. To verify that the service has been completed, your Dealer will ask you to sign a recall claim.

If you no longer own this motorcycle, please contact us at 1 (888) 786-9376 ext 45 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) 786-9376 ext 45.

If you take your motorcycle to your dealer on a mutually agreed upon date and they do not perform the required service to your satisfaction, please contact Zero Motorcycles for immediate assistance at the address or telephone number listed on this letter. 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 regret any inconvenience this may cause you, but we are initiating this action in the interest of your personal safety and satisfaction with our products. Thank you for your cooperation.

Sincerely,

Richard Kenton
Director of Customer Service
Zero Motorcycles, Inc.