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Dealer Operator / General Manager	Sales New Vehicles	Sales Used Vehicles	Business Manager (F&I)	Service	Parts & Accessories	Administration
Date: Bulletin #	6/4/2013 SV-ZMC-R13V-057 Safety recall Code 13V-057 Battery Module Inspection	Source: Name: Richard Kenton Title: Service and Technical Dept. Phone #: 888-786-9376 ext 43	Zero Motorcycles Aftersales Department		Program Period: 06/20/2013 -09/29/2013	

SERVICE BULLETIN (Safety Recall Code 13V-057): Battery Module Replacement

Purpose

Zero Motorcycles has determined that a defect which relates to motor vehicle safety exists on certain 2013 Model Year FX and XU motorcycles built on or before May 21, 2013. These motorcycles have one or two modular batteries, which may contain manufacturing defects in their internal sealing compound that could allow water to penetrate the battery and contact the cells. Should water reach the cells, the cells may corrode and eventually release their electrolyte. The electrolyte could then form a conductive path between cells, which may lead to a rapid temperature increase and off-gassing of the battery. This condition could result in property damage and personal injury.

In the interest of motor vehicle safety and customer satisfaction, Zero Motorcycles has elected to initiate a voluntary recall (Campaign xxx-xxx) to remedy this defect. The remedy of this defect is for either a Zero Motorcycles representative or the authorized Zero Motorcycles dealers to remove the module(s) from these vehicles. The dealer will store them until a Zero Motorcycles representative arrives to collect the modules and return them to Zero Motorcycles for replacement.

Please contact Zero Motorcycles Customer Service immediately (1-831-325-0312) to arrange the collection of your motorcycle's module(s). The parts and labor will be free of charge to you. At this time, Zero Motorcycles is working diligently with our battery supplier to produce replacement modules that are free of this condition. We will keep you informed as to when these replacement modules will be delivered to you.

As required by law, you may sell but **NOT DELIVER** any affected motorcycles to your customers until the remedy is completed.

Applicable Models

This campaign applies to 2013 Model Year FX, MX and XU model motorcycles built on or before May 21, 2013. A VIN list specific to vehicles shipped to your dealership is available through Zero Motorcycles Service Portal (Service.Zeromotorcycles.com).

Customer Notification

In accordance with Federal regulations administered by NHTSA, Zero Motorcycles Company will send a letter to registered owners of affected products, notifying them of this safety-related condition and instructing them to contact their Dealer for the associated remedy. A sample of the customer letter is attached. Zero will also try to contact these customers by telephone.

To protect the safety of our riders, it is our mutual responsibility to ensure the recall upgrade is performed on all affected motorcycles. Therefore, we strongly encourage you 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 motorcycles in your inventory prior to delivery to your customers.

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 mail them the owner's letter, as required by NHTSA.