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Dealer Operator / General Manager	Sales New Vehicles	Sales Used Vehicles	Business Manager (F&I)	Service	Parts & Accessories	Administration
Date: Bulletin #	7/30/2013 SV-ZMC-R-058 Safety recall Code TBD 2011-2012 Zero S and DS Front Brake Caliper Mounting Bolt Replacement	Source: Name: Richard Kenton Title: Dir of Customer Service Phone #: 888-786-9376 ext 43	Zero Motorcycles Aftersales Department		Program Period: 07/29/2013 -11/29/2013	

## SERVICE BULLETIN (Safety Recall): 2011-2012 Zero S and DS Front Brake Caliper Mounting Bolt Replacement

### Purpose

Zero Motorcycles has determined that a defect which relates to motor vehicle safety exists on certain 2011 and 2012 Model Year S and DS motorcycles built on or before March 08, 2012. These motorcycles were built with incorrect grade front caliper mounting bolts that could potentially experience stress corrosion cracking through environmental corrosion, which could lead to their fracture. Should a front caliper bolt fracture, the caliper could come loose and interfere with the rotation of the front wheel. This condition could cause the front wheel to stop suddenly, which could lead to a crash. Zero Motorcycles has voluntarily initiated this recall to correct this condition.

In the interest of motor vehicle safety and customer satisfaction, Zero Motorcycles has elected to initiate a voluntary recall (Campaign TBD) to remedy this defect. The remedy of this defect is for authorized Zero Motorcycles dealers to replace the front caliper bolts with new bolts of the intended grade, which is not susceptible to stress corrosion cracking.

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 2011 Model Year S and DS model motorcycles built on or before March 8<sup>th</sup> 2012. A VIN list specific to vehicles shipped to your dealership is available through Zero Motorcycles Service Portal ([Service.Zeromotorcycles.com](http://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.

If you are not sure that this safety recall has been performed on a particular motorcycle, please contact Zero Motorcycles Customer Service for verification.



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**Sample Owner Communication:**

**SAFETY RECALL NOTICE**

August 8, 2013

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 determined that a defect which relates to motor vehicle safety exists on certain 2011 and 2012 Model Year S and DS motorcycles built on or before March 08, 2012. These motorcycles were built with incorrect grade front caliper mounting bolts that could potentially experience stress corrosion cracking through environmental corrosion, which could lead to their fracture. Should a front caliper bolt fracture, the caliper could come loose and interfere with the rotation of the front wheel. This condition could cause the front wheel to stop suddenly, which could lead to a crash. 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.**

The remedy of this defect is for authorized Zero Motorcycles dealers to replace the front caliper bolts with new bolts of the intended grade, which is not susceptible to stress corrosion cracking.

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 one hour; 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 August 12, 2013.

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 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) 841-8085.

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,



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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.



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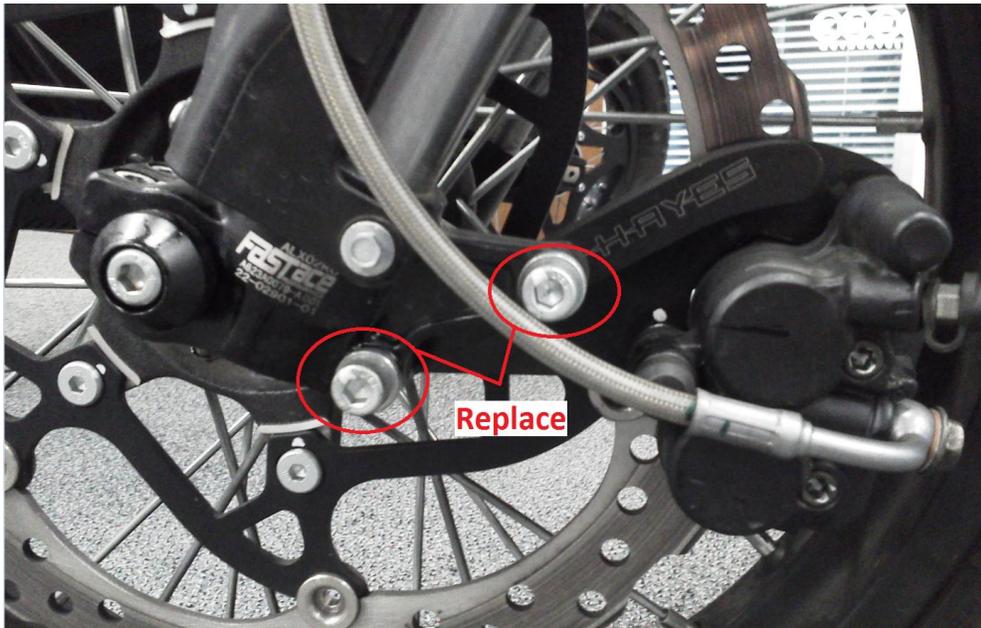
## Front Brake Caliper Mounting Bolt Replacement

### Tools Required:

- 6mm Allen wrench
- 13mm hex socket
- Torque wrench Torque Setting 19 ft-lbs or 26 Nm

### Parts Required:

- 10-07024 2011 – 2012 S/DS Front Caliper Bolt Kit – Recall kit.



1. Place the Zero Motorcycle on its side stand.
2. Depending on the head style, use a 6mm Allen or 13mm hex socket wrench to remove the front brake caliper mounting bolts.
3. Inspect and clean leftover Loctite (thread locker) from the caliper mount threads.
4. Using a 13mm socket on a torque wrench install the new 8.8 grade hex head bolts, which are supplied with a pre-applied lock-patch (thread locker). Tighten to 19 ft-lbs (26 Nm).
5. Ask customer to sign recall card and submit warranty claim.



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### Timing and Reimbursement

Although all parts and labor are covered by Zero Motorcycles, any miscellaneous cost (bike transportation) can be claimed. It is necessary to denote a **Special Warranty Claim (type R – No. 058)** please refer to the Service Bulletin **ZMC R-058** in the Notes of the claim. **You are not required to order the part (PN: 10-07024) through the standard parts ordering method. The cost of the labor for any battery handling will be claimed at the flat rate manual of .50 hours. (30 minutes)**

**We kindly ask you to service affected motorcycles and submit their warranty claim no later than August 15<sup>th</sup>, 2013.**

#### Example of warranty submission:

Motorcycle VIN	1Z9X2P052ACA00023
Customer Name	Jeff Jolin
Battery serial number	12SG0143
Contact Tel #	888-786-9376 X 45
Comments	Jimmy (Zero trained Service tech) performed <b>ZMC R-058</b> , result was replacing front caliper bolts. Bike returned to customer.  <b>NHTSA Campaign Number: TBD</b>