



## SAFETY RECALL NOTICE

June 26, 2013

Dear Zero Motorcycles Owner,

**NHTSA Campaign Number:** 13V-257

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 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. 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 Zero Motorcycles Customer Service to make arrangements to have your motorcycle's battery module(s) collected 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 Zero Motorcycles personnel or authorized Zero Motorcycles dealers to remove the module(s) from these vehicles 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.

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 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.