



**IMPORTANT SAFETY RECALL NOTICE**

**Recall Number: 13V-635**

**This notice applies to your vehicle VIN# XXXXXXXXXXX**

January 15, 2014

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 2012 and 2013 Model Year XU, FX, S and DS model motorcycles built on or before November 08, 2013. These motorcycles have a controller firmware that may react to infrequently encountered signal faults by discontinuing controller power to the motor. Should one of these faults occur while the motorcycle is being ridden, the controller's response may result in an inadvertent quits-while-running condition, 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 Zero Motorcycles dealers to update the suspect vehicles with revised controller firmware that deals with these infrequent faults in a way that does not result in an inadvertent quits-while-running 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 approximately 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 Jan 20, 2014.

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.safecar.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.