

2008 ZAP XEBRA Brake Compliance FAQ

Questions for Dealers

Q: How do dealers respond to these issues of non-compliance on the 2008 ZAP XEBRA?

A: ZAP's Customer Service & Technical support has the recommended procedures to follow for dealers of the 2008 ZAP XEBRA as well as parts to upgrade the brakes and reimburse dealers for their labor. Contact them by emailing mrickard@zapworld.com or calling 707-526-6444.

Q: Is this a brake recall?

A: No incident of brake failure, accident or injury has been reported to ZAP in connection with this brake compliance issue for the 2008 ZAP XEBRA. This is a notice of technical non-compliance under Federal rules for stopping distance from a speed of 30 MPH.

Q: Why is ZAP upgrading the braking system in the 2008 XEBRA?

A: A routine test of the 2008 Model Year ZAP XEBRA found that the braking system used by the manufacturer did not meet the original specifications and requires a longer stopping distance and more pressure than the standard set by FMVSS Rule 122 "Motorcycle Brake System," a situation that may lead to a collision.

Q: Will these repairs correct the problem?

A: ZAP researched and provided a solution for an upgrade of the braking system of the 2008 ZAP XEBRA and had it tested by an independent laboratory that showed that the upgrade brings the brakes back into compliance. All this was done in accordance with the National Traffic and Motor Vehicle Safety Act.

Q: Have there been accidents or injuries because of this braking issue?

A: While there have been no collisions or injuries reported to ZAP in connection with this braking issue, we decided it was important to upgrade these braking systems to ensure vehicle safety and customer satisfaction.

Q: I have never noticed a problem with the brakes. Are these upgrades necessary?

A: We recommend that you have your 2008 ZAP XEBRA brought up to original specifications. These repairs will ensure they operate within normal safety standards.

Q: When do the brake upgrades need to be carried out? How long do owners of the 2008 ZAP XEBRA have to respond to this brake non-compliance?

A: You will need to contact the dealer from where you purchased your 2008 ZAP XEBRA or the closest authorized dealer and service center and schedule a service appointment for the brakes at the soonest possible opportunity. Dealers have been notified of the braking issue and have an upgrade kit designed to correct the problem. Again, we recommend you do this at the earliest opportunity, preferably within the next 8 weeks.

Q: Will we need to pay for this upgrade?

A: The parts upgrade and labor are being provided by ZAP at no charge on the 2008 ZAP XEBRA braking issue. Any other costs accrued for repairs made for issues other than the brakes will NOT be covered under this compliance issue. ZAP will accept claims in writing for reimbursement to owners that have submitted their vehicles for brake repair prior to this announcement and have incurred out of pocket expense in that regard. Transportation of a XEBRA to an authorized dealer is not covered under this braking compliance issue.

Q: What parts and labor are allowed for the braking upgrade?

A: ZAP will be providing a complete upgrade repair kit and installation instructions. This includes a 1) a brake booster and vacuum pump; 2) upgraded brake pads; 3) proportioning valve and ABS; and 4) an improved front tire. ZAP will also make a labor allowance of 8 hours at \$45/hr.

Questions for 2008 ZAP XEBRA Owners

Q: What do XEBRA Owners do to ensure their brakes comply to Federal Motor Vehicle Safety Standards?

A: If you have a 2008 Model Year ZAP XEBRA, please contact the dealer where you purchased the vehicle. We have notified our dealers and have prepared a brake upgrade

kit that has been tested by an independent lab to show it brings the vehicle into compliance with safety standards.

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Q: Have there been accidents or injuries because of this braking issue?

A: While there have been no collisions or injuries reported to ZAP in connection with this braking issue, we decided it was important to upgrade these braking systems to ensure vehicle safety and customer satisfaction.

Q: I have never noticed a problem with the brakes. Are these upgrades necessary?

A: We recommend that you have your 2008 ZAP XEBRA repaired. Over time braking performance may degrade and these repairs will ensure they operate within normal safety standards.

Q: When do the brake upgrades need to be carried out? How long do owners of the 2008 ZAP XEBRA have to respond to this braking compliance?

A: You will need to contact the dealer from where you purchased your 2008 ZAP XEBRA and schedule a service appointment for the brakes at the soonest possible opportunity. Dealers have been notified of the braking issue and have an upgrade kit designed to correct the problem. Again, we recommend you do this at the earliest opportunity, preferably within the next 8 weeks.

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Q: What if my dealer has gone out of business or will not make the recommended repairs?

A: We may refer you to an alternate dealer or recommend a repair service close to you. Contact ZAP's Customer Service & Technical Support for the 2008 ZAP XEBRA. We may refer you to an alternate dealer or recommend a repair service close to you. Contact them by emailing mrickard@zapworld.com or calling 1-800-251-4555.

Q: Can I do the repairs myself?

A: If you are prepared to perform these brake upgrades on a 2008 ZAP XEBRA, please contact ZAP's Technical Support by emailing mrickard@zapworld.com or calling 1-800-251-4555. We will require these XEBRA owners to sign a release of liability agreement to ensure you take full responsibility for the reliability of the upgrade. Once the agreement is signed, our Tech Support will work with you to get you the brake upgrade kit and procedures.

Q: What if I have a XEBRA that was purchased prior to 2008?

A: The 2008 ZAP XEBRA brake notice of non-compliance applies to a certain series of Vehicle Identification (VIN) Numbers. ZAP has a list of these VIN numbers on file. If you would like to inquire if the brakes for your XEBRA are non-compliant, contact ZAP Tech Support by emailing mrickard@zapworld.com or calling 1-800-251-4555.