

# Part 573 Safety Recall Report

# 16V-610

**Manufacturer Name :** Zero Motorcycles Inc.

**Submission Date :** AUG 18, 2016

**NHTSA Recall No. :** 16V-610

**Manufacturer Recall No. :** SV-ZMC-016-356



## Manufacturer Information :

## Population :

Manufacturer Name : Zero Motorcycles Inc.

Number of potentially involved : 96

Address : 380 El Pueblo Road  
Scotts Valley CA 95066

Estimated percentage with defect : NR

Company phone : 831-438-3500

## Vehicle Information :

Vehicle 1 : 2015-2015 Zero Motorcycles SR

Vehicle Type : MOTORCYCLES

Body Style : OTHER

Power Train : HYBRID ELECTRIC

Descriptive Information : 2015 model year Zero SR model motorcycles built 8/5/2015 through 8/6/2015

Production Dates : AUG 05, 2015 - AUG 06, 2015

VIN Range 1 : Begin : NR End : NR ☐ Not sequential

Vehicle 2 : 2015-2015 Zero Motorcycles S

Vehicle Type : MOTORCYCLES

Body Style : OTHER

Power Train : HYBRID ELECTRIC

Descriptive Information : • 2015 model year Zero S model motorcycles built 5/7/15 through 6/17/15

Production Dates : MAY 07, 2015 - JUN 17, 2015

VIN Range 1 : Begin : NR End : NR ☐ Not sequential

Vehicle 3 : 2015-2015 Zero Motorcycles DS

Vehicle Type : MOTORCYCLES

Body Style : OTHER

Power Train : HYBRID ELECTRIC

Descriptive Information : • 2015 model year Zero DS model motorcycles built 4/27/15 through 8/21/15

Production Dates : APR 27, 2015 - AUG 21, 2015

VIN Range 1 : Begin : NR End : NR ☐ Not sequential

Vehicle 4 : 2015-2015 Zero Motorcycles FX

Vehicle Type : MOTORCYCLES

Body Style : OTHER

Power Train : HYBRID ELECTRIC

Descriptive Information : • 2015 model year Zero FX model motorcycles built 5/4/15 through 8/19/15

Production Dates : MAY 04, 2015 - AUG 19, 2015

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

## Description of Defect :

Description of the Defect : The subject motorcycles were potentially assembled with a DC-DC converter that may have insufficient power output margin. A DC-DC converter is used to convert the motorcycle's battery pack voltage (89-116 VDC) to 12 VDC in order to provide power for the motorcycle's lights, indicators, instruments, its Anti-Lock Braking System (ABS), and any accessories that are connected by the user to the motorcycle's accessory outlet.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If a DC-DC converter does not have enough power output margin to support all foreseeable power demands, it may temporarily shut off when its power capacity is exceeded, with no prior warning to the rider. Should this occur during an ABS activated event, the ABS and all vehicle lights would temporarily stop functioning, which could increase the risk of a crash.

Description of the Cause : If most of the power capacity of the motorcycle's accessory power outlet is being utilized, and the high beam headlight, indicator lights, and brake light are on, the power demands required by the ABS in an ABS event could potentially overload the suspect DC/DC converter, turning it off temporarily (1 – 5 seconds).

Identification of Any Warning that can Occur : None

## Supplier Identification :

### Component Manufacturer

Name : Calnex Manufacturing Co. / Green Watt Pow

Address : 2401 Stanwell Dr

Concord CALIFORNIA 94520-4841

Country : United States

**Chronology :**

On May 18, 2016, during development testing of a future model, this condition was discovered. Further investigation proved this condition could affect a specific type of DC-DC converters built onto the suspect population of 2015 Model Year bikes.

Zero Motorcycles is not aware of any occurrences of this condition in the field, and therefore not aware of any accidents or injuries caused by this condition.

**Description of Remedy :**

**Description of Remedy Program :** Zero Motorcycles dealers will inspect the potentially affected motorcycle population for having been assembled with one of the suspect DC-DC converters and replace it if confirmed. Dealers will then submit a warranty claim for the part and labor for the repair. The labor time for inspection only is 0.25 hours. The labor time for inspection and replacement is 1.25 hours.

**How Remedy Component Differs from Recalled Component :** The recall suspect component has open slots on one side of the mounting bracket. The remedy component, which has sufficient power output margin, is from a different supplier and does not have these slots.

**Identify How/When Recall Condition was Corrected in Production :** Zero Motorcycles used an alternative supplier of DC-DC converters for a limited time in 2015 Model Year production; these are the suspect units in question. This alternative supplier's DC-DC converters have not been used in production at any other time.

**Recall Schedule :**

**Description of Recall Schedule :** Zero Motorcycles expects to notify its dealer network no later than the week of August 29, 2016 and motorcycle owners no later than the week of September 5, 2016.

**Planned Dealer Notification Date :** AUG 29, 2016 - SEP 09, 2016

**Planned Owner Notification Date :** SEP 05, 2016 - SEP 19, 2016

\* NR - Not Reported