



Mr Wesley Oke
21 Caspian Court
North Hykeham
LN6 9YX

12 May 2015

Our ref: VSD 25812

Dear Mr Oke,

ZERO S - LOSS OF POWER CONTROL

Further to our email of 30 April 2015, the Driver & Vehicle Standards Agency (DVSA) and the manufacturer have now completed the investigation into the above. I am therefore able to inform you of the outcome.

The purpose of any investigation carried out within the terms of the Code of Practice on Vehicle Safety Defects (the Code), which has the support of the General Product Safety Regulations 2005 (as amended), is to establish if the defect is a failure due to design and/or construction, which is likely to affect the safe operation of the product without prior warning to the user and may pose a significant risk to the driver, occupants and others. This defect will be common to a number of products that have been sold for use in the United Kingdom.

Recall RM/2013/004 affected a small number of machines and required affected machines be recalled and its "firmware" updated. The manufacturer advises your machine was recalled and the "firmware" updated as per manufacturers instructions. I'm further advised a separate fault was present caused by wear of the motor which was replaced.

I have questioned the manufacturer as to the longevity of the machine's drive motor and the possibility of further instances with other machines. I'm advised your machine was supplied as an ex "demonstrator" used in other climates and by riders with differing riding styles and levels of skill.

It is possible the harsher climate and intensive use may have contributed to early wear of the motor and I understand you accepted an offer regarding a replacement.



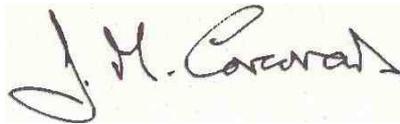
I have checked our data bases and all affected machines have been addressed. We do not have similar reports of motor failure affecting those or other machines.

The official response from the manufacturer concludes there is insufficient evidence of a wider problem to warrant an action within the terms of the Code.

As such, on this occasion, no further action will be taken.

Thank you

Yours sincerely

A handwritten signature in black ink on a light yellow background. The signature reads "J. M. Corcoran" in a cursive style.

John M Corcoran

Automotive Engineer – Defects Investigation
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