



1ST December,2020

RE: Zero 11X Steering Headset Reinforcement

It has come to our attention that there are two reports of the Zero 11x steering headset cracking.

We have investigated the issue and found the reason for the crack was due to two reasons.

- 1) a manufacturing fault due to a crack line during the forging process.
- 2) the Y-channel material needed to be thicker as reinforcement against such cracks

This issue has been resolved back in October 2020. All units after October 2020 have been fitted with the new Y support.

Ride Electric Australia will do a check on all Zero 11X scooters sold prior to September 2020 for any crack lines or potential warranty headset issues.

ZERO International will offer warranty parts on any units having head set issues and ZERO Australia will provide the replacement under warranty.

Please forward photos of your Zero 11X headset for inspection. Please do not hesitate to contact us if you have any concerns regarding your Zero 11X headset. We can be contacted at info@rideelectric.com.au

An appointment can also be made with our specialist team at your local Ride Electric store. Please visit our website for further details www.rideelectric.com.au

Yours Sincerely

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