



Dealer Operator/ General Manager	Sales New Vehicles	Sales Used Vehicles	Business Manager (F&I)	Service	Parts & Accessories	Administration
September 10, 2025		Source: Zero Motorcycles Customer Service Department				

SV-RCL-025-018 FST Adventure Key Switch Harness Recall

NHTSA Campaign Number: 25V-587

Purpose

This document identifies a potential key switch harness installation/routing issue. The failure may result in a sudden loss of propulsion while riding, which poses a potential safety risk.

The failure occurs when the key switch wires break as a result of one of two conditions:

- Connector contact with the head tube - In certain harness routing configurations, the key switch connector is positioned too close to the head tube. Normal steering motion and vibration can cause the connector or attached wires to flex or press against the frame, leading to wire fatigue and eventual breakage.
- Over-constrained harness at zip tie - In some cases, the harness is secured too tightly with a zip tie, creating a pinch point that places excessive stress on the key switch wires.

In the interest of motor vehicle safety and customer satisfaction, Zero Motorcycles has elected to initiate a voluntary recall (Recall 25V-587) to remedy this issue. The remedy is to have Zero Motorcycles issue a firmware update that prevents loss of power should the harness signal be lost to breakage. The update is expected to be available by September 24, 2025.

It is a violation of Federal law for you to deliver any new motorcycle in your inventory that is affected by this recall until the remedy is completed. You may sell an affected motorcycle, but you may not deliver it prior to the remedy being completed. In addition, Zero Motorcycles urges each dealer to repair any previously owned motorcycles that are in its inventory prior to resale to a consumer.

Applicable Models

2023 Zero DSR/X and 2024 Zero DS, Zero DSR, and Zero DSR/X motorcycles

Owner Notification

In accordance with Federal regulations administered by NHTSA, Zero Motorcycles will send a letter to registered owners of affected motorcycles, notifying them of this recall condition and instructing them to use the Over the Air (OTA) firmware update procedure or contact their dealer for the associated remedy. Zero will also attempt to contact these customers via email.

To protect and ensure the highest satisfaction of our riders, it is our mutual responsibility to ensure this firmware update is performed on all affected motorcycles. Therefore, we strongly encourage you reach out to your customers to make sure that they are aware of this program. Don't forget to perform the firmware update on all affected new motorcycles in your inventory prior to delivery to your customers. We urge you to perform the firmware update on any previously owned motorcycles in your inventory, if any.

If you are aware of any unregistered owners of this affected motorcycle population, please advise us of their names, addresses and VIN's, so that we may mail them the owner's letter.

If you have any questions, please contact the Customer Service Team.
North America: 888-RUN-ZERO (888-786-9376) Ext. 2



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If you are not sure that this safety recall has been performed on a particular motorcycle, please contact Zero Motorcycles Customer Service for verification.

Remedy

The remedy will consist of a firmware update, that modifies the system's response to key switch signal loss while riding. If the signal is lost, a warning will appear on the dash, and the motorcycle will remain fully operational. After decelerating to 25 mph (40 kph), the system will transition into a limited-power ("limp") mode. The vehicle will remain in this state until it comes to a complete stop and the key is turned off.

Should any customer experience this issue, all necessary repairs will be performed free of charge, and the manufacturer will reimburse any owner who previously paid for such repairs.

The firmware update will be installed "over the air" via cellular communication, and therefore, it is not necessary to bring the motorcycle to the dealer for this fix.

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