



IMPORTANT SAFETY RECALL

Recall SV-RCL-025-018 / NHTSA Recall #25V-587

September 25, 2025

Dear Zero Motorcycle Owner,

This notice is being sent in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Zero Motorcycles has determined that model year 2023 Zero DSR/X and model year 2024 Zero DS, DSR and DSR/X motorcycles may have 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.

We strongly urge you to use the Over-the-Air firmware update option or contact your Zero Motorcycles dealer to make arrangements to have the appropriate service performed as soon as possible. Should you choose to ride your motorcycle prior to this service, we urge you to be aware of this condition.

In the interest of motor vehicle safety and customer satisfaction, Zero has elected to initiate a voluntary Vehicle Recall (Campaign 25V-578) to remedy this issue. 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 available "over the air" via cellular communication for you to update, and therefore, it is not necessary to bring the motorcycle to the dealer for this fix. However, if you would prefer to have your dealer perform this firmware update, please contact your local dealer to arrange an appointment.

Refer to the [Addendum](#) in this document for updating your motorcycle over-the-air.

NOTICE: If you've updated the firmware as of 9/24/2025 or if the firmware version number in the dash is revision 42 or higher, no further action is required.

If you no longer own this motorcycle, please contact us at 1-888-841-8085 so we may update our records and notify the new owner. Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.



If your dealer or Zero Motorcycles fails or is unable to remedy your motorcycle without charge within a reasonable time, you may wish to inform the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or contact NHTSA at <http://www.safecar.gov>.

We value safety above all else and strive for the highest standards in ride quality and experience, and we deeply regret this inconvenience. Zero Motorcycles would not be issuing this action if it were not in the interest of your personal safety, satisfaction and enjoyment of your Zero motorcycle. Thank you for your understanding, and we look forward to a swift and smooth remediation of this issue.

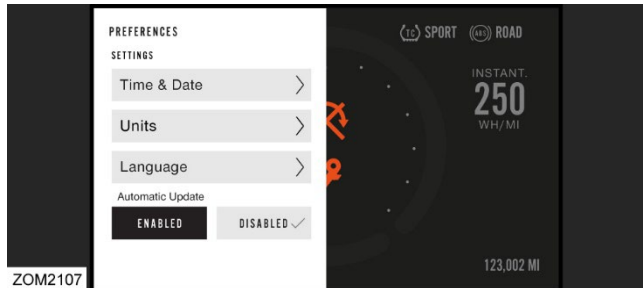
Regards,

Chris M. Langlois
Director, Global Technical Services
Zero Motorcycles, Inc.



Over-the-Air Updates

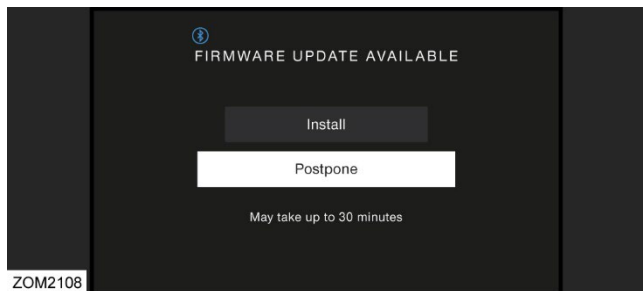
Enabling Automatic Updates



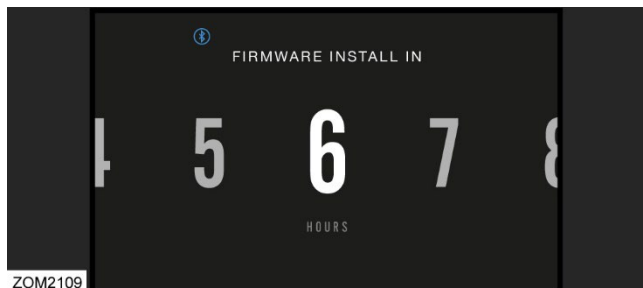
1. From the main Menu Screen, use the MODE button to select the Preferences menu.
2. From the Preferences menu, use the MODE button to highlight the **ENABLED** menu option.
3. Press the MODE button to select the enabled option. A tick will be shown on the selected option.

Firmware Update

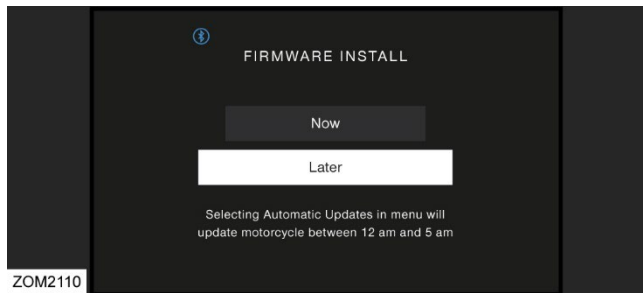
With **Automatic Update** enabled, your Zero motorcycle will automatically download firmware updates and then display a notification on the dash when they are ready to be installed. To install:



1. Use the MODE button to choose whether to **Install** the update or **Postpone** the installation until a later time.



2. If you decide to postpone the installation, you can use the MODE button to choose how many hours you want to delay the installation.



3. If you decide to Install the update, you can choose to install it Now or Later. If you select Later, the update will automatically be installed between 12 am and 5 am.