



IMPORTANT SAFETY RECALL

Recall SV-RCL-025-021 / NHTSA Recall: 25V-834

January 16, 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 SR, SR/F, SR/S, DSR/X and model year 2024 SR, SR/S, DSR, DSR/X motorcycles may have a potential motor controller electrical issue. This issue may result in a sudden loss of propulsion while riding, which poses a potential safety risk.

In the interest of motor vehicle safety and customer satisfaction, Zero Motorcycles has elected to initiate a voluntary Vehicle Recall (Campaign 25V-834) to remedy this issue. The remedy is replacement of the motor controller.

All necessary repairs will be performed free of charge, and the manufacturer will reimburse any owner who previously paid for such repairs. Zero Motorcycles believes that the time to perform this replacement should be approximately 1.5 hours for SR/S models. All other models should be approximately 0.8 hours for replacement.

Please contact your authorized Zero Motorcycles dealer to schedule an appointment as soon as possible. Dealers will be notified and supplied with the necessary parts. Owners may continue to ride their motorcycle in the short term, before the motor controller replacement is performed. However, Zero Motorcycles recommends riding with increased caution during this time.

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.safercar.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.