



Dealer Operator/General Manager	Sales New Vehicles	Sales Used Vehicles	Business Manager (F&I)	Service	Parts & Accessories	Administration
Date: June 22, 2020		Source: Zero Motorcycles Customer Service Department		Program Period: Commencing June 22, 2020		

## Long-Term Storage Mode Firmware Update Service Campaign

### Purpose

Zero Motorcycles has determined that the battery management system (BMS) may not hibernate in model year 2017 and newer Zero SDS and Zero XMx platform motorcycles when they are stored at states of charge (SOC) less than 30%. Because the BMS does not hibernate, the power pack's SOC may drop more rapidly than desired and may reach an irrecoverable level within a 30-day period. This Long-Term Storage Mode Firmware issue has been corrected in Version 30 of the Main Brain Board (MBB) firmware and Version 37 of the BMS firmware for these motorcycles. Owners should either use the Zero Motorcycles Mobile Application to update the firmware of their motorcycles to the newest version, or they should take their motorcycles to their dealer to have them updated.

Owners and dealers are reminded that they should also continue to follow the Zero Motorcycles Charging Recommendations, which will avoid the irrecoverable discharge of their power packs. These recommendations are: For long-term storage (more than 30 days), we recommend draining the power pack to a ~60% state of charge, and leaving the motorcycle unplugged. *Check the state of charge (SoC) at least monthly*, and charge it back up to 60% if it has dropped below 30%. When you're ready to take your motorcycle out of storage to ride it again, plug it in for at least 24 hours to ensure optimal cell balance is restored.

**Warning: Never store your motorcycle at a state of charge of less than 30%. Leaving the power pack discharged below this level for a prolonged period could damage the power pack and void the warranty.**

Dealers are reminded that the above charging guidelines apply to motorcycles shipped from Zero Motorcycles but left in crates or sitting on showroom floors during the winter months. In order to further reduce the risk of anyone forgetting these guidelines, Zero Motorcycles is now shipping motorcycles with the Low Power B+ fuse removed at an SOC of 60%. Our pre-delivery inspection procedures have been updated to reflect this change.

### Applicable Models

All model year 2017 and newer Zero SR, Zero S, Zero DSR, Zero DS, Zero FX and Zero FXS motorcycles manufactured before June 12, 2020. The last five digits of the vehicle identification number of affected motorcycles will be 15195 or lower.

**New Firmware Versions: MBB Rev 30, BMS Rev 37.**

If you have any questions, please contact the Customer Service Team.  
In the Americas: 888-RUN-ZERO (888-786-9376) Ext 2  
In the EMEA region: +31 (0) 72 5112014



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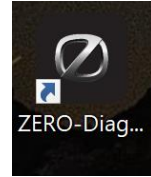
**Tools Required**

Zero Motorcycles Mobile App  
for Zero SDS and XMx Platform Motorcycles



OR

Zero Diagnostics Utility (ZDU) 33.9  
and  
Diagnostic Cables Only Service Kit Incl. IXXAT V2 (p/n 12-08081)



**Parts Required**

None

**Mobile App Firmware Update Process Steps**

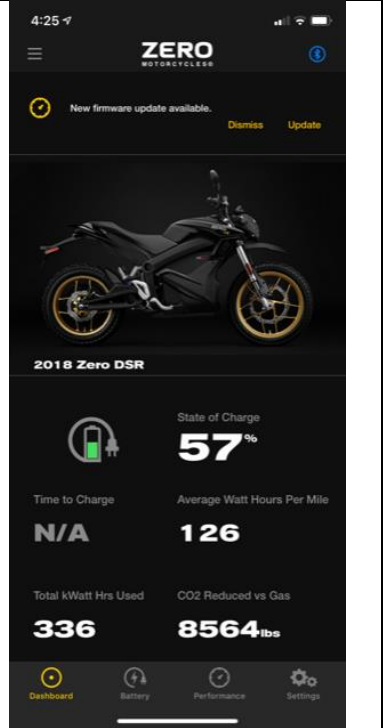
1. If you are using the Zero Diagnostics Utility to update the motorcycle, please skip to the section titled ZDU Firmware Update Process Steps.	
2. If you have not previously, please download and install the Zero Motorcycles Mobile App for Zero SDS and XMx platform motorcycles from the iTunes App Store or Google Play Store depending on the smart phone you are using. If you have previously downloaded and installed the app, please make sure it is up to date. The iOS version displayed in the About This App screen is App Version 2.0.0 (16). The firmware update process will vary slightly based on the phone.	
3. Pair the motorcycle to the smartphone. Follow the instructions available within the app. Press the Menu button in the upper left to access the Bluetooth Help instructions.	

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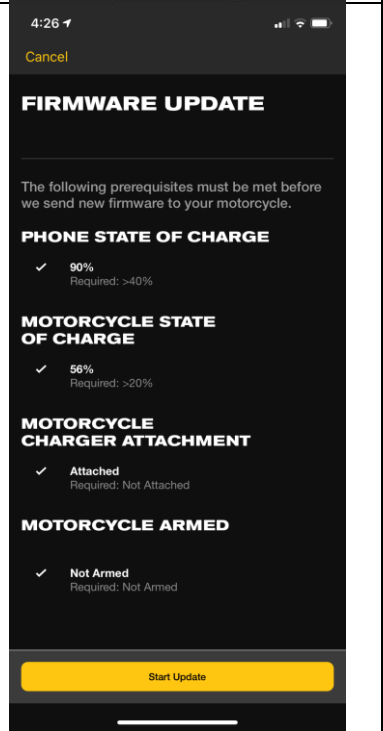
4. Once paired and connected to the motorcycle with the app, you should see a “New firmware update available” alert at the top of the app screen. Press the “Update” button.



5. The mobile app will display the Firmware Update prerequisites screen. Note that your smart phone must be charged to greater than 40%. The motorcycle should be charged to more than 20%. The motorcycle should NOT be plugged in and NOT charging. The motorcycle should not be armed, which means the kickstand is down and the run switch is off so that the motorcycle won't move when the throttle is applied.

Once the above prerequisites are met, press the Start Update button.

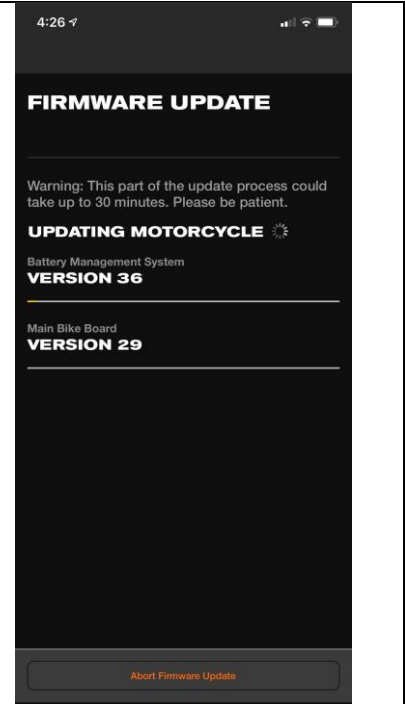
Note that the picture to the right indicates that the charger is attached. If you find that the app indicates the charger is attached, but it is not, press the Start Update button anyway.



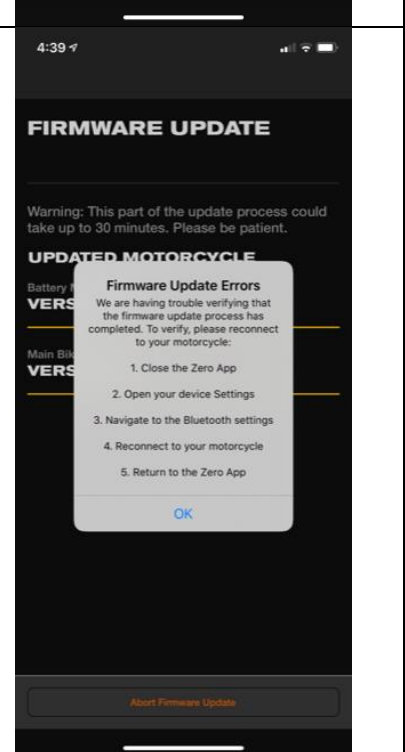
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6. The Firmware Update screen will display the progress of the update, which can take as long as 30 minutes.



7. If the update process reaches the end but reports “Firmware Update Errors,” key off the motorcycle and wait for one minute. Kill the app. Then, key on the motorcycle and restart the app. After a few moments, the app should show it is connected again.

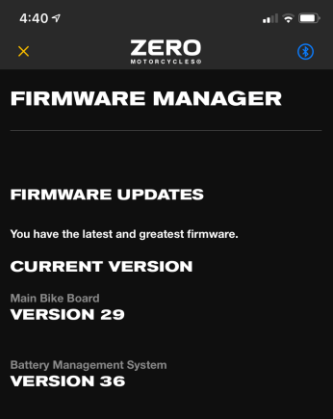


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8. After powering off the motorcycle and then back on after one minute, you can check the firmware versions by pressing the Menu button in the upper left portion of the mobile app home screen and selecting the Firmware Update.

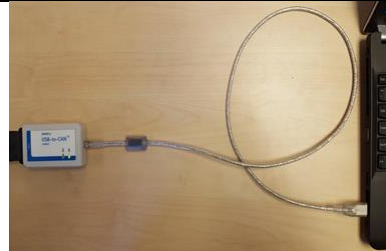
Note that the new versions will be MBB version 30 and BMS version 37, which are newer than the picture to the right.



### ZDU Firmware Update Process Steps

1. Confirm that you have all required tools before starting the firmware update process. If you don't have the latest version of the ZDU v33.9, download it from the Libraries/Customer Service Tools portion of the Zero Motorcycles Partner Community, and install it on your diagnostic computer. Please contact the Customer Service Team if you need assistance.

2. Connect the IXXAT USB-CAN bridge of the Diagnostic Cables to your diagnostic computer via the USB connections.



3. Connect the Diagnostic Cables to the motorcycle via the diagnostic port. For Zero SDS platform motorcycles, it is under the seat on the rider's left-hand side. For the Zero XMx platform motorcycles, it is behind the left side front bodywork between the horn and front power pack. Consult the Service Manual, if needed, for more information regarding port locations.

**NOTE: For the MY20 motorcycles an additional OBD-II connector was added under the seats on the rider's right-hand side. Do not use this port as it does not support firmware updates.**

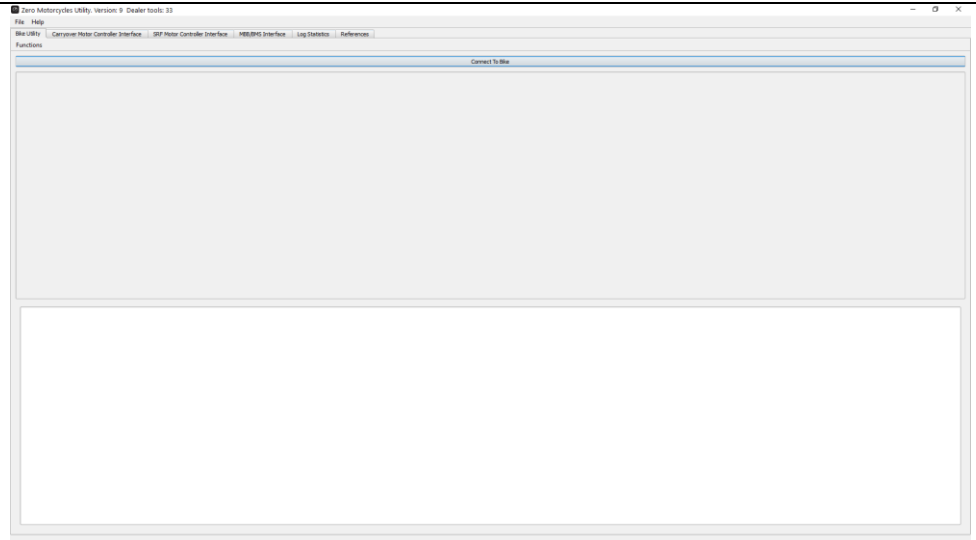


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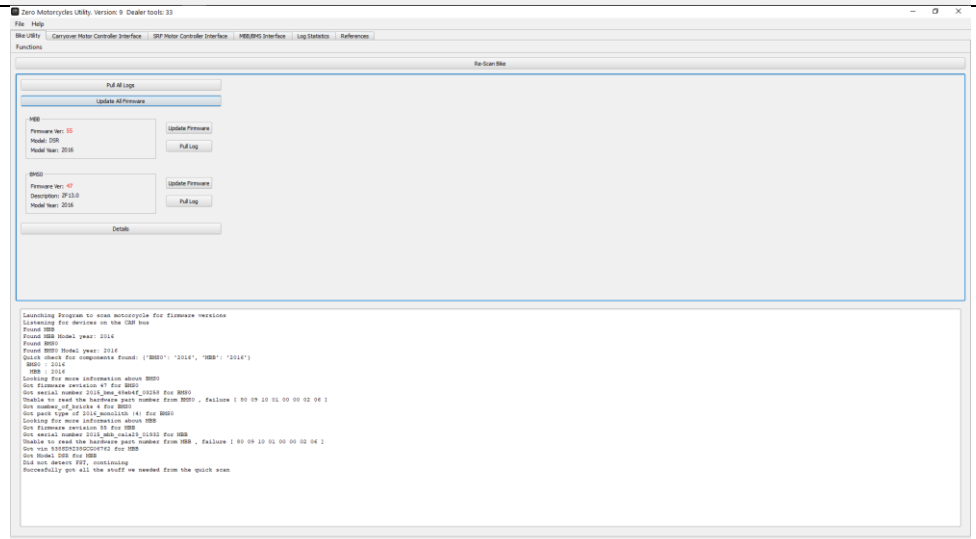
4. Key on the motorcycle and run the Zero Diagnostic Utility.

5. Within the ZDU user interface, select the Bike Utility tab and then press the “Connect to Bike” button.



6. The ZDU will report the current MBB and BMS firmware versions. Generally, if they are displayed in **RED**, then they are out of date. For the purposes of this service campaign, motorcycles should be updated to the following versions or newer.

**MBB: Version 30**  
**BMS: Version 37**



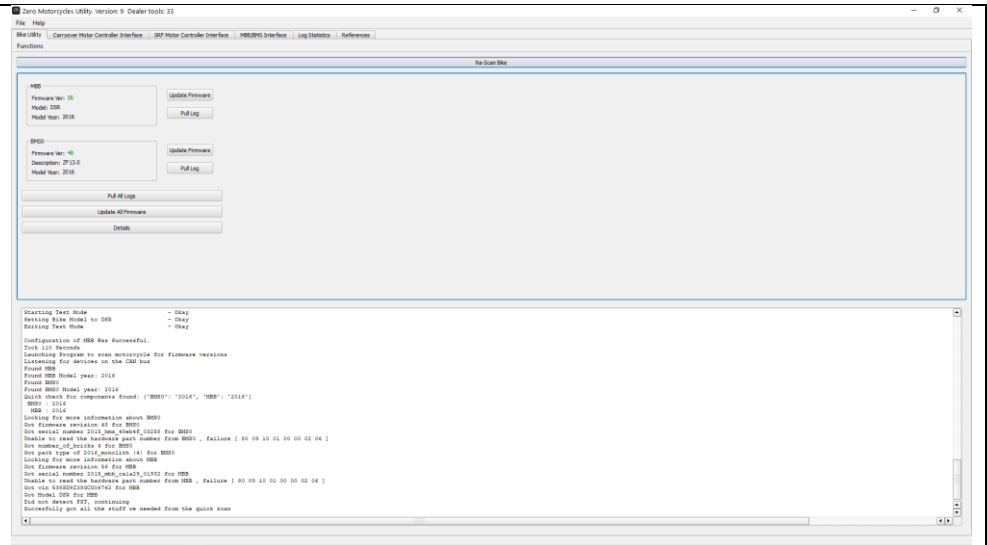
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7. To update the firmware, press the “Update Firmware” button to the right of the MBB box, and wait for the update to complete. Then, press the “Update Firmware” button to the right of the BMS box, and wait for the update to complete.

If the motorcycle has multiple BMSs, which will be shown on the interface, update each individually in the same manner.



8. After the firmware updates are complete, press the “Re-Scan Bike” button at the top of the window. This will verify that the motorcycle has the latest firmware and the new version numbers should be displayed in **GREEN**.

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### Timing and Reimbursement

To receive reimbursement for the work performed and parts used under this upgrade offer, the dealer must submit a warranty claim for the replacement costs incurred that includes the following information:

- Warranty Claim Type: Service Campaign/Recall
- Fault Summary: Long-Term Storage Mode Firmware Update
- Fault Area: 75-Software
- Fault Code: 90-Service Campaign
- Service Bulletin / Recall: Long-Term Storage Mode Firmware Update

See the example below for full details.

**Technical**

Fault Summary Long-Term Storage Mode Firmware Update  
 Fault Area 75-Software  
 Fault Code 90-Service Bulletin Campaign  
 Current Odometer Reading  
 Mileage Type Miles  
 Detailed Description Long-Term Storage Mode Firmware Update

**Warranty**

Warranty Claim Type Service Bulletin/Recall  
 First Repair Order Date 6/19/2020 [ 6/19/2020 ]  
 Repair Completed Date 6/19/2020 [ 6/19/2020 ]  
 PartTech Order # N/A  
 Labor Time .5  
 Parts Shipping Charges  
 Resolution MBB from v29 to v30  
 BMS from v36 to v37  
 Fault Summary Long-Term Storage Mode Firmware Update  
 Fault Area 75-Software  
 Fault Code 90-Service Bulletin Campaign  
 Current Odometer Reading 14000

Zero Motorcycles believes that the time that should be allotted to this work is 30 minutes (0.5 hours). We do not reimburse any costs related to loaner or temporary replacement motorcycles or other vehicles.

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