



Dealer Operator/General Manager	Sales New Vehicles	Sales Used Vehicles	Business Manager (F&I)	Service	Parts & Accessories	Administration
December 3, 2025		Source: Zero Motorcycles Customer Service Department				

MY23/24 FST Motor Controller Failure (SV-RCL-025-021) NHTSA Campaign Number: 25V-834

Purpose

Zero Motorcycles has determined that the FST-platform motorcycles listed below can experience higher resistance at the motor controller bus bar joint (internal), causing an over-voltage event. The over-voltage can cause the Mid Pack Protection Unit (MPPU) to fail open and cause an unexpected loss of propulsion while riding. A loss of forward propulsion can increase the risk of a crash.

It was discovered that the motor controller supplier used non-phosphate coated fasteners at the internal bus bar joints. These fasteners have different frictional characteristics, reducing the pre-load at the joint and creating higher-resistance bus bar connections.

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: SR, SR/F, SR/S, DSR/X
- 2024: SR, SR/S, DSR, DSR/X

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 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 recall remedy 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. You are also required by law to perform the recall remedy on all affected new motorcycles in your inventory prior to delivery to your customers, and we urge you to perform the recall remedy on any affected pre-owned motorcycle in your inventory prior to reselling it.

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

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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Required Parts

- 30-08160- Controller

Replacement

Motor controller replacement varies depending on model. Refer to **Motor Controller** in the appropriate [Service Manual](#) for instructions for the motorcycle being updated.

After motor controller replacement, the Motor Commissioning procedure must be performed, as well. Refer to **Motor Commissioning** in the **Maintenance and Safety** section in the service manual.

Timing and Reimbursement

To receive reimbursement for the work performed and any parts used under this service campaign, the dealer must submit a Warranty Claim for the replacement costs incurred that includes the following information:

- Subsystem: 3002-Powertrain
- Fault Area: 3002-Controller
- Fault Code: 9904-Service Bulletin Recall

Zero Motorcycles believes that the time allotted to perform this replacement/commisioning should be 1.5 hours for SR/S models. All other models are 0.8 hours for replacement/commisioning. We do not reimburse any costs related to towing or loaner/temporary replacement motorcycles/vehicles.

Technical Cases for affected motorcycles have been created by Zero Motorcycles. To find the matching case number in the Partner Community select the “Support” tab:

Click on the “Start New Case” button and enter the last 5 digits of the frame number in the “Enter Vehicle Identification Number” field:

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Search

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Enter Vehicle Identification Number

OR

Enter Customer Email Address

OR

Enter Customer Phone Number

You will find the matching case in the **Open Service Notification** list.

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