



Dealer Operator/General Manager	Sales New Vehicles	Sales Used Vehicles	Business Manager (F&I)	Service	Parts & Accessories	Administration
Date: October 18, 2021		Source: Zero Motorcycles Customer Service Department				

# Model Year 2020 Zero SR/F Rear Rotor Bolts Re-Torque Service Recall

## NHTSA Campaign Number: 21V-795

### Purpose

Zero Motorcycles has determined that a defect, which relates to motor vehicle safety, exists on certain model year 2020 SR/F model motorcycles built between April 10, 2019 and December 19, 2019. The rear rotor bolts on the subject motorcycles were insufficiently torqued. Owners of these motorcycles may find that one or more of these bolts may back out of their sockets slowly and scratch or damage the caliper arm or swingarm of their motorcycles, which results in objectionable noise while riding. Should an owner fail to recognize the damage or respond to the noise, the bolt might be damaged to the extent that the rear braking capability would be reduced. This condition could increase the risk of a crash.

In the interest of motor vehicle safety and customer satisfaction, Zero Motorcycles has elected to initiate a voluntary safety recall (Campaign 21V-795) to remedy this defect. The remedy for this defect is to have Zero Motorcycles dealers re-torque the rear rotor bolts to 26 ft-lbs/36 Nm. If there is no damage to the bolts when re-torqued, the rear rotor bolts do not need to be replaced and the existing lock patch will secure them in place. If the bolts are damaged or removed first, then the dealer will replace them free of charge to the owner.

**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

The recall population of 411 motorcycles includes all model year 2020 Zero SR/F motorcycles manufactured before December 19, 2019. The last five digits of the vehicle identification number of affected motorcycles will be 13511 or lower. This population includes those motorcycles that have already been addressed by the Model Year 2020 Zero SR/F Rear Rotor Bolt Re-Torque Service Campaign. If a motorcycle was already reworked under that service campaign, no further action is necessary on that motorcycle.

### 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 safety-related condition and instructing them to contact their dealer for the associated remedy. Zero will also try to contact these customers via email.

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



Dealer Operator/General Manager	Sales New Vehicles	Sales Used Vehicles	Business Manager (F&I)	Service	Parts & Accessories	Administration
Date: October 18, 2021		Source: Zero Motorcycles Customer Service Department				

To protect the safety of our riders, it is our mutual responsibility to ensure the recall rework 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 service on all affected new motorcycles in your inventory prior to delivery to your customers, and we urge you to perform the recall service on any previously owned motorcycles in your inventory.

If you are aware of any unregistered owners of this affected motorcycle population, please advise us of their names, addresses and VINs, so that we may mail them the owner’s letter, as required by Federal law.

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

**Tools Required**

- T40 Star Drive Bit Socket
- Torque Wrench (capable of 26 ft-lbs/36 Nm)

**Parts Required**

None.

However, if the rear rotor bolts are damaged in the process or removed prior to re-torquing them, please replace with the following part number:

90-08259 – STAR DRIVE BUTTON HEAD SCREW M8X20 W/ PRE-APPLIED LOCK PATCH



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

Dealer Operator/ General Manager	Sales New Vehicles	Sales Used Vehicles	Business Manager (F&I)	Service	Parts & Accessories	Administration
Date: October 18, 2021		Source: Zero Motorcycles Customer Service Department				

### Procedure

1. Confirm that you have all required tools and parts before starting this re-torque process. The rear rotor bolts only need to be replaced if they are damaged or have been removed, which strips the pre-applied lock patch.
2. Lift the rear wheel using a rear paddock stand or other suitable method.

**CAUTION: Do not lift the Zero SR/F by placing a scissor jack or other lift under the controller carrier. Lifting the motorcycle in this manner could result in damage to the controller and other components.**



3. Using the T40 Star Drive Bit Socket and a Torque Wrench, re-torque the existing rotor bolts one at a time to 26 ft-lbs/36 Nm. The existing paint pen marks should reflect that the head of the bolt has rotated in this process.



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



Dealer Operator/General Manager	Sales New Vehicles	Sales Used Vehicles	Business Manager (F&I)	Service	Parts & Accessories	Administration
Date: October 18, 2021		Source: Zero Motorcycles Customer Service Department				

4. If any of the rear rotor bolts is damaged or is removed first, it should be replaced. Remove such bolts one at a time and replace. Torque each bolt to the 26 ft-lbs/36 Nm.

5. Once all five rotor bolts have been re-torqued or replaced, lower the rear wheel of the motorcycle.

**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:

- Fault Summary: MY20 Zero SR/F Rear Rotor Bolt Re-Torque Recall
- Fault Area: 25-Brake
- Fault Code: 90-Service Bulletin Recall
- Service Bulletin / Recall: MY20 Zero SR/F Rear Rotor Bolt Re-Torque Recall
- Warranty Claim Type: Service Bulletin/Recall

See example below for full details.

**Warranty**

Warranty Claim Type	Service Bulletin/Recall ▼
First Repair Order Date	1/13/2020 [ 1/13/2020 ]
Repair Completed Date	1/13/2020 [ 1/13/2020 ]
PartTech Order #	N/A
Labor Time	.33
Parts Shipping Charges	0
Resolution	Rotor bolts re-torqued.
Fault Summary	MY20 Zero SR/F Rear Rotor Bolt Re-Torque Campaign
Fault Area	25-Brake ▼
Fault Code	90-Service Bulletin Campaign ▼
Current Odometer Reading	999

Zero Motorcycles believes that the time that should be allotted to this work is 20 minutes (0.33 hours). We do not reimburse any costs related to towing or loaner/temporary replacement motorcycles/vehicles.

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



Dealer Operator/General Manager	Sales New Vehicles	Sales Used Vehicles	Business Manager (F&I)	Service	Parts & Accessories	Administration
Date: October 18, 2021		Source: Zero Motorcycles Customer Service Department				

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:

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

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