



Dealer Operator/ General Manager	Sales New Vehicles	Sales Used Vehicles	Business Manager (F&I)	Service	Parts & Accessories	Administration
Date: September 30, 2019		Source: Zero Motorcycles Customer Experience Department			Program Period: Commencing November 1, 2019	

Model Year 2020 Zero SR/F Tank Trunk Lid Upgrade Offer

Overview

Zero Motorcycles is announcing an upgrade offer whereby owners of Zero SR/F motorcycles produced prior to August 13, 2019 can have the tank trunk lid upgraded by their dealer, and we will cover the cost of parts and labor in that replacement. We recognize that the fit between the tank trunk lid and the tank was not perfect, and so we are taking steps to correct this issue. We believe that Zero motorcycles should stand up to the highest level of scrutiny, and we are confident that every owner's motorcycle will be able to do that following this upgrade.

We will announce this upgrade offer to owners on September 30, 2019. Replacement tank trunk lids will become available in November 2019. Where an existing demonstrator motorcycles is still available for sale at a dealer, Zero Motorcycles will ship a replacement tank trunk lid to the dealer. We encourage dealers to pre-order the replacement tank trunk lids to have them in stock when owners arrive with their motorcycles. Please email you order to parts@zeromotorcycles.com in the Americas or euparts@zeromotorcycles.com in the EMEA region.

Applicable Models

All 2020 Zero SR/F motorcycles manufactured before August 13, 2019.

Tools Required

7mm Socket and Ratchet
3mm Hex Ball End Driver
#2 Phillips Head Screwdriver
Flat Head Screwdriver
TORX T25 Screwdriver

Parts Required

Order one of the following depending on the color of the motorcycle:

24-08597-30 – TANK TRUNK LID ASSEMBLY BOARDWALK RED

24-08597-31 – TANK TRUNK LID ASSEMBLY SEABRIGHT BLUE

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: September 30, 2019		Source: Zero Motorcycles Customer Experience Department			Program Period: Commencing November 1, 2019	

Process Steps

1. Confirm that you have all required tools and parts before starting the installation.
2. Remove tank assembly from motorcycle by first removing the four M5x16 hex flange star drive bolts using the 7mm socket and ratchet. Then, remove the two M5x8 hex socket button head screws on the Tank Arm Outer Lower piece using the 3mm hex ball end driver. See pictures below.



3. Using the #2 Philips head screwdriver, remove the seven Phillips head screws from the inside of the Tank Arm Outer Left to detach it from the tank assembly. Retain all parts for reassembly.

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: September 30, 2019		Source: Zero Motorcycles Customer Experience Department			Program Period: Commencing November 1, 2019	



4. Repeat this process of removing the seven Phillips head screws from the inside of the Tank Arm Outer Right to detach it from the tank assembly. Retain all parts for reassembly.
5. Open the Tank Trunk Lid Assembly to relieve the strain on the springs. Note the orientation of the two different torsion springs on the inside. See picture below.

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: September 30, 2019		Source: Zero Motorcycles Customer Experience Department			Program Period: Commencing November 1, 2019	



6. The motorcycle may have one of two different pin types. Most will have an integrated snap as shown in on the top pin in the picture below. However, some will have an e-clip as shown in the bottom pin in the picture below. Depending on the pin type, remove the both springs by pressing on the snaps of the pins with a flat head screwdriver, or removing the e-clip, and pulling them out one at a time. If you have the snap-type pin, the pin will stop at the tank trunk lid pivot point. Retain the springs for reassembly.



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: September 30, 2019		Source: Zero Motorcycles Customer Experience Department			Program Period: Commencing November 1, 2019	

7. If you have the snap-type pin, align the snap of the pins to face you. Then, press the snaps again with a flat head screwdriver and pull each out to release from the tank trunk lid assembly. Then, pull pins to release the washer. Retain the pins, e-clips and washers for reassembly.



8. Using a TORX T25 screwdriver, detach Tank Trunk Latch Loop by unscrewing the M5x16 hex flange star drive bolts. Retain the latch loop and bolts for reassembly.



9. Install the Tank Trunk Latch Loop on the new Tank Trunk Lid Assembly using the M5x16 hex flange star drive bolts. Tighten to hand tight.

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: September 30, 2019		Source: Zero Motorcycles Customer Experience Department			Program Period: Commencing November 1, 2019	

10. Install the pin, e-clip (if it wasn't a snap-type pin), washer and spring on each side of the Tank Trunk Lid Assembly to reattach it to the tank assembly. We recommend installing one spring first and then the other. Refer to the original orientation to ensure they are installed on the correct sides.



11. Reattach the Tank Arm Outer Left and then Right to the tank assembly using the #2 Phillips head screwdriver and the retained Phillips head screws. Tighten to hand tight and take care not to overtighten.
12. Reattach the tank assembly to the motorcycle using the existing M5x16 hex flange star drive bolts and the M5x8 hex socket button head screws. Pictures shown in step #2 of these instructions.
13. Open and close the tank trunk lid assembly to confirm proper fitment.

Timing and Reimbursement

To receive reimbursement for the work performed and parts used under this upgrade offer, the dealer must submit a goodwill warranty claim for the replacement costs incurred that includes the following information: •
Fault Summary: MY20 Zero SR/F Tank Trunk Lid Upgrade Offer

- Fault Area: 24-Bodywork
- Fault Code: 90-Service Bulletin Campaign
- Service Bulletin / Recall: MY20 Zero SR/F Tank Trunk Lid Upgrade Offer
- Warranty Claim Type: Goodwill

See example below for full details.

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: September 30, 2019		Source: Zero Motorcycles Customer Experience Department			Program Period: Commencing November 1, 2019	

Technical	
Fault Summary	MY20 Zero SR/F Tank Trunk Lid Upgrade Offer
Fault Area	24-Bodywork
Fault Code	50-Service Bulletin Campaign
Current Odometer Reading	1234
Mileage Type	Miles
Service Bulletin / Recall	MY20 Zero SR/F Tank Trunk Lid Upgrade Offer
Detailed Description	MY20 Zero SR/F Tank Trunk Lid Upgrade Offer

Warranty	
Warranty Claim Type	Goodwill
First Repair Order Date	9/6/2019 (9/5/2019)
Repair Completed Date	9/6/2019 (9/5/2019)
PartTech Order #	12345
Labor Time	0.5
Parts Shipping Charges	
Resolution	

Parts Information				
Action	Part Number	Part Name	Quantity	Primary
Remove	24-68597-30	TANK TRUNK LID ASSEMB	1	<input checked="" type="checkbox"/>
+ New				

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.

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