

2016~2018 Ninja®ZX™-10R & -10RR REPLACE TRANSMISSION GEARS

IMPORTANT SAFETY RECALL

NHTSA Recall No. 18V-089

THIS NOTICE APPLIES TO YOUR VEHICLE - VIN:

KAWASAKI CUSTOMER
1234 LAKEVIEW DR
ANYTOWN, CA 99999-1234

ZX1000RGFAL MC18-01
ENGINE: ZXT0012345678
FRAME : 4567890
DATE : MAY 2018

Dear Kawasaki Motorcycle Owner:

This notice has been sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Kawasaki Motors Corp., U.S.A., has decided that a defect, which relates to motor vehicle safety, exists in certain 2016 - 2018 Ninja ZX-10R & -10RR models.

2016	Ninja ZX-10R	ZX1000RGFL
	Ninja ZX-10R KRT Edition	ZX1000RGFAL
	Ninja ZX-10R ABS	ZX1000SGFL
	Ninja ZX-10R ABS KRT Edition	ZX1000SGFAL
2017	Ninja ZX-10R	ZX1000RHFL
	Ninja ZX-10R KRT Edition	ZX1000RHFAL
	Ninja ZX-10R ABS	ZX1000SHFL
	Ninja ZX-10R ABS KRT Edition	ZX1000SHFAL
	Ninja ZX-10RR	ZX1000ZHFL
2018	Ninja ZX-10R	ZX1000RJFL
	Ninja ZX-10R KRT Edition	ZX1000RJFAL
	Ninja ZX-10R ABS	ZX1000SJFL
	Ninja ZX-10R ABS KRT Edition	ZX1000SJFAL
	Ninja ZX-10RR	ZX1000ZJFL

This letter is in follow to the Safety Recall Notice sent to you in February. As stated in our prior letter, please do not ride your motorcycle until the repair has been completed. If you are unable to transport your motorcycle to your nearest Kawasaki dealer, please contact Kawasaki Motors Corp., U.S.A. to make arrangements for the transportation and repair of your motorcycle. The transportation and repair will be conducted with no cost to you. Please contact Kawasaki at the address provided in this letter.

The reason for this notice:

On affected units, the strength of certain gears in the transmission may not be sufficient. This could cause the gear(s) to break due to excessive impact force during certain manners of shifting. The breakage of transmission gear(s) may cause the loss of control increasing the risk of a crash. Our records indicate that you have purchased one of these units.

What Kawasaki and your dealer will do:

Kawasaki has authorized your dealer to replace the affected transmission gears free of charge. The actual repair will take up to two and a half hours but may take longer due to scheduling at the dealership and the time needed to obtain required parts.

DO NOT RIDE YOUR MOTORCYCLE UNTIL THE REPAIR HAS BEEN COMPLETED.

What should you do to ensure your safety?

Please call your Kawasaki dealer to schedule an appointment to have your motorcycle inspected and repaired. Please have your Vehicle Identification Number (VIN) ready when calling. To locate the nearest authorized Kawasaki motorcycle dealer, please visit www.kawasaki.com and click on the "LOCATE DEALER" link.

If you need help:

If you have questions or concerns that your dealer is not able to resolve, please contact Kawasaki's Consumer Services Department at (866) 802-9381 (toll-free) between 7:30 a.m. and 4:30 p.m. PT Monday through Friday. Please have your Vehicle Identification Number ready when calling.

If your dealer fails or is unable to remedy this defect without charge within a reasonable amount of time (60 days after your first attempt to obtain remedy), you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave. S.E., Washington, D.C. 20590, or call the toll-free Vehicle Safety Hotline at 1(888) 327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

If you received this notice in error:

Our records indicate you are the current owner of the motorcycle described in this letter. If you no longer have the vehicle described in this letter, please help us to update our records at www.kawasaki.com by clicking on "OWNER CENTER => OWNER SUPPORT => UPDATE OWNER INFO" or by calling Kawasaki toll free at (866) 802-9381. Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Reimbursement:

If you have experienced the failure described above prior to receiving this letter and have paid to have it corrected, you may be eligible for full or partial reimbursement for your documented cost of repair(s). To apply for reimbursement, please send copies of current owner and VIN information along with copies of repair orders and payment confirmation to the following address:

Kawasaki Motors Corp., U.S.A.
ATTN: Consumer Services Department
P.O. Box 25252
Santa Ana, California 92799-5252

Please note the following conditions for reimbursement:

- Claims may be excluded if proper documentation is not included. Current owner and VIN information along with copies of repair orders and payment confirmation must be provided.

We are sorry for any inconvenience this may cause, but we have taken this action in the interest of your safety and your continued satisfaction with your Kawasaki motorcycle.

Sincerely,

Kawasaki Motors Corp., U.S.A.