

Kawasaki Motors Corp., U.S.A.

P.O. Box 25252, Santa Ana, California 92799-5252

2019 & 2020 NINJA[®] ZX™-10R, 10RR, 10R ABS, & 10R KRT EDITION, ABS KRT EDITION ENGINE BACKFIRE

IMPORTANT SAFETY RECALL NHTSA Recall No. 20V-307

THIS NOTICE APPLIES TO YOUR VEHICLE

- VIN: ABCDEFG1234567890

KAWASAKI CUSTOMER
123 ELM LANE
ANYTOWN, CA 99999-1111

MODEL00001 TEST
ENGINE: ENGINE0001
FRAME: 0000001
DATE: AUGUST 2015

Dear Kawasaki Motorcycle Owner:

This notice is 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 2019 & 2020 NINJA[®] ZX™-10R, 10RR, 10R ABS, & 10R KRT EDITION, ABS KRT EDITION models.

The reason for this notice:

On affected units, the engine could backfire while shifting under high engine loads when KQS (Kawasaki Quick Shifter) is activated, potentially resulting in damage to the air suction valve(s). Continued use could result in additional damage to surrounding parts caused by blow back of high temperature exhaust gas and creating the potential for a fire. Our records indicate that you have purchased one of these units.

What Kawasaki and your dealer will do:

Kawasaki has authorized your dealer to reprogram the ECU (Engine Control Unit) on your motorcycle and replace the air suction valve(s). A physical inspection of the area around the air suction valve assembly will also be carried out and repairs completed if required. All repairs will be performed free of charge. The actual repair will take up to one and a half hours but may take longer due to scheduling at the dealership and the time needed to obtain required parts.

What should you do to ensure your safety?

Please call your Kawasaki dealer to schedule an appointment to have your motorcycle inspected and repaired as required. 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.