

TITLE: ENGINE BACKFIRE

RECALL

THIS BULLETIN IS OF THE HIGHEST PRIORITY AND MUST BE ACTED UPON IMMEDIATELY TO ENSURE CUSTOMER SAFETY.

Eligibility

Eligible Units

Year	Model	Model Codes
2019	NINJA® ZX™-10R ABS	ZX1002EKF
	NINJA ZX-10R ABS KRT Edition	ZX1002EKFA
	NINJA ZX-10R ABS KRT Edition	ZX1002EKFAL
	NINJA ZX-10R ABS	ZX1002EKFL
	NINJA ZX-10R	ZX1002FKF
	NINJA ZX-10R KRT Edition	ZX1002FKFA
	NINJA ZX-10R KRT Edition	ZX1002FKFAL
	NINJA ZX-10R	ZX1002FKFL
	NINJA ZX-10RR	ZX1002GKFL
2020	NINJA ZX-10R ABS	ZX1002ELF
	NINJA ZX-10R ABS KRT Edition	ZX1002ELFAL
	NINJA ZX-10R ABS	ZX1002ELFL
	NINJA ZX-10R KRT Edition	ZX1002FLFA
	NINJA ZX-10R KRT Edition	ZX1002FLFAL

Verify eligibility using VIP in K-Dealer before starting the repair.

Please check VIP (Vehicle Information Portal) in K-Dealer for other possible repair campaigns for eligible units.

Subject

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.

Kawasaki Action

Initiate Campaign:

Kawasaki has initiated a Recall campaign to repair all eligible units. The repair consists of reprogramming the ECU and replacing the air suction valve(s). A physical inspection of the area around the air suction valve assembly must also be carried out and repairs completed if required.

Notify Registered Owners:

Kawasaki is sending a Recall letter to all registered owners of eligible units. A copy of the letter is printed on page 21 of this bulletin.

Dealer Action

Repair Eligible Units:

Repair all eligible units including sold units in the field and unsold units in your dealership inventory prior to delivery to the retail purchaser. It is the obligation of authorized Kawasaki retail Dealers to repair eligible units in Dealer's possession prior to retail sale. Failure to comply with this obligation to repair all units eligible for Recall or FDM campaigns by the Dealer constitutes a breach of the Dealer Sales and Service Agreement. Refer to Service Policies bulletin SP 08-01. Refer to the Repair Procedure section of this bulletin for details.

IMPORTANT NOTE:

- o *It's the law! Under the U.S. National Highway Traffic Safety Administration (NHTSA), Federal Law 49 U.S.C. Section 30120(i) requires dealers to perform Recall repairs before delivering any vehicle affected by the Recall to a purchaser.*

Document Completed Repairs:

Federal law requires manufacturers to maintain accurate follow-up records on repairs performed on eligible units. Dealers MUST submit a Warranty Claim for each repair. Refer to the Warranty Information section of this bulletin for details.

NOTE:

- o *If you fail to submit a Warranty Claim for a new unit that is subsequently sold and registered, the new owner will receive the Recall letter requesting the return of the vehicle to you for repair.*

Submit Product Registration:

Submit the product registration to Kawasaki via K-Dealer immediately after retail sale of any eligible unit. Be sure to supply the correct customer name and mailing address. Kawasaki uses the product registration information for customer notification. Also, if you know that the customer has moved, please submit a Customer Update via K-Dealer.

Parts Information

Repair Kit Part Number:

Install repair parts only on vehicles that have been ridden. Unsold units that have not been ridden do not need repair parts

Order parts to complete the Recall through K-Dealer as outlined in Service Bulletin SP15-03.

Kit, Reed Valve, MC20-02 P/N 99999-0766		
Ref	Contents	Qty
1	Bolt	4
2	Valve	2



REPAIRS REQUIRED BASED ON RIDING HISTORY OF VEHICLE

- ★ If the unit has never been ridden, perform the ECU reprogramming only.
- ★ If the unit has been ridden, perform the ECU reprogramming, valve replacement and inspection.

Special Tool Requirements

This repair procedure requires the following special tools

- KVCS Kit
- Computer or laptop with KVCS installed
- Internet connection

ECU Reprogramming Sequence

Reprogramming consists of four steps. All steps must be completed to successfully reprogram the ECU:

- Saving the ECU Data
- Downloading the reprogramming data from the server
- Writing the Program data to the ECU
- Reporting the Reprogramming to the Server

ECU Reprogramming

ECU REPROGRAMMING VIDEO TUTORIAL:

- o PLEASE WATCH THIS VIDEO PRIOR TO REPROGRAMMING THE ECU.
- o OPEN THIS BULLETIN IN K-DEALER TO CLICK ON THE BUTTON TO VIEW THE VIDEO



IMPORTANT NOTES:

- o The vehicle's battery voltage must be greater than 10.5 Volts to perform this procedure. Do not attempt to reprogram the ECU if the battery voltage is below 10.5 Volts. Charge the battery as required.
- o This procedure requires an internet connection and a computer with KVCS installed.

Save Vehicle ECU Data

- Connect cable **57001-1843** to the KVCI device.

NOTE:

- o Only the KVCI device and the vehicle will be connected to each other while saving the vehicle ECU data.



- Confirm the **power switch** on the KVCI device to the **OFF** position.



- Connect KVCI device to vehicle's white, **six pin coupler**, using cable **57001-1843**.



- Turn the **ignition switch ON** but do not start the vehicle.



- Slide the **power switch** on the KVCI device to the **ON** position.



- Wait 10 seconds for the KVCI device to power up and connect with the vehicle ECU
- Press the **A button** to open the **Main Menu** on the KVCI device.



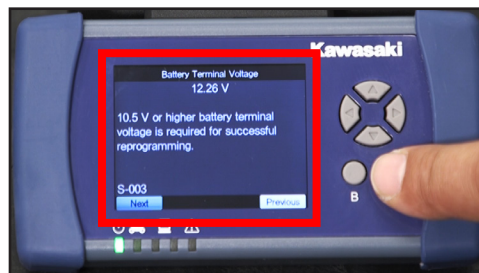
ECU Reprogramming (cont'd)

- The **Main Menu** appears.
- Press the **A** button to select **Reflash**.



- Press the **A** button again.
-The Battery Terminal Voltage screen will appear.

- ★ If the battery voltage is below 10.5 V, stop this procedure. Charge the battery and begin at step one again.
- ★ If the battery voltage is greater than 10.5 V, proceed to the next step.



- Press the **A** button again when the Menu screen appears with **Save vehicle ECU data** as the option.



- Verify that the message **Downloading Vehicle ECU Data** is displayed.

- ★ If the "Downloading Vehicle ECU Data" screen does not appear shut down and start over.



- Confirm the downloaded vehicle ECU data on the **Completion of Vehicle ECU Data** screen.

ECU #	21175-XXXX
Cal ID	49245-XXXX
VIN	FRAME NUMBER

- ★ If the ECU VIN is different from the FRAME VIN, use the FRAME VIN in the warranty request.



ECU Reprogramming (cont'd)

- Slide the mode switch of KVIC device to the **OFF** position.



- Turn the ignition switch to the **OFF** position and wait ten seconds before proceeding to the next step,



NOTICE

Turn the ignition switch of the vehicle to the **OFF** position, wait for around 10 seconds, and then release the connection between the KVIC device and the vehicle. If you release the connection while power is still being supplied the KVIC device may fail

- Remove KVIC device from the vehicle.

Download Reprogramming Data

- Connect KVIC device to your KVCS equipped computer with **USB cable 57001-1844**.

NOTE:

- Only the KVIC device and the computer running KVCS will be connected to each other while downloading the reprogramming data from the server.*



- Slide the power switch on the KVIC device to the **ON** position.

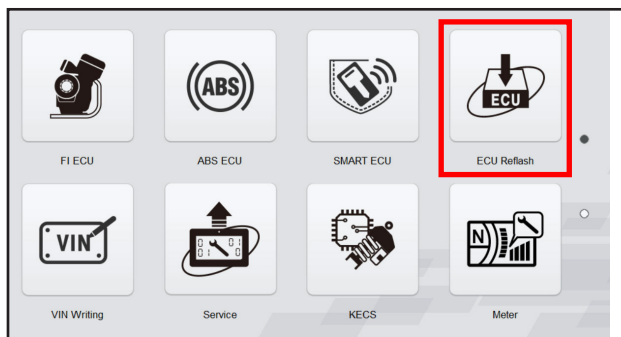


- Launch the **KVCS** program from the laptop or PC.

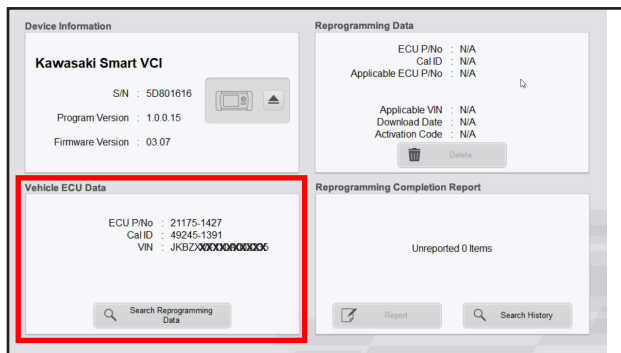


ECU Reprogramming (cont'd)

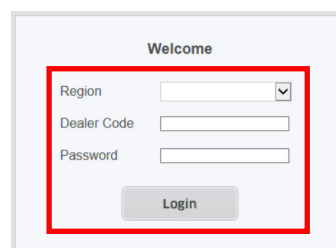
- Select **ECU Reflash**.



- Confirm ECU data in the “**Vehicle ECU Data**” field.
- Click on the **Search Reprogramming Data** button.



- Select **United States** as the Region.
- Enter your KVCS Dealer Code and Password then click the **Login** button. (Call Kawasaki Dealer Care at (800) 854-3800 if you do not have your dealer code and password.)



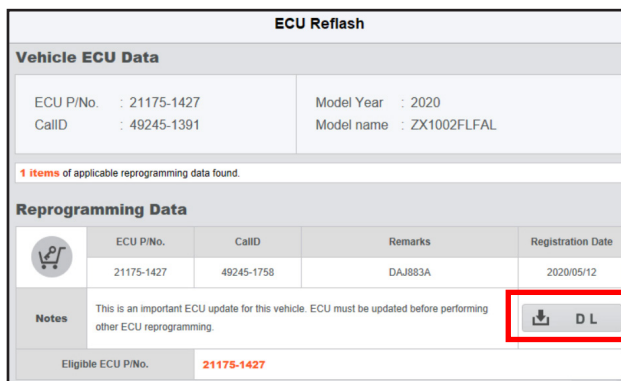
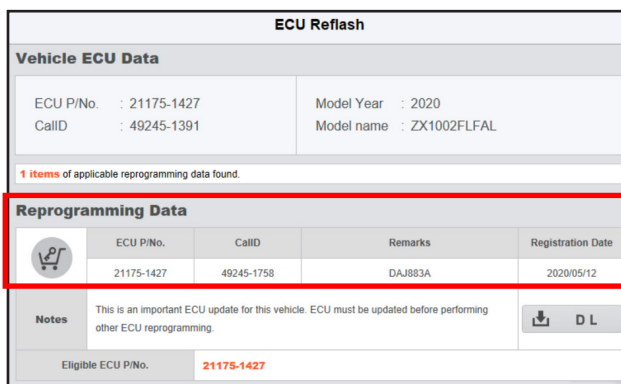
- Verify the reprogramming data for the vehicle based on the following tables:

ZX1002E/F

ECU P/N	CallID	Note
21175-1426	49245-1757	USA
21175-1427	49245-1758	L Model

ZX1002G

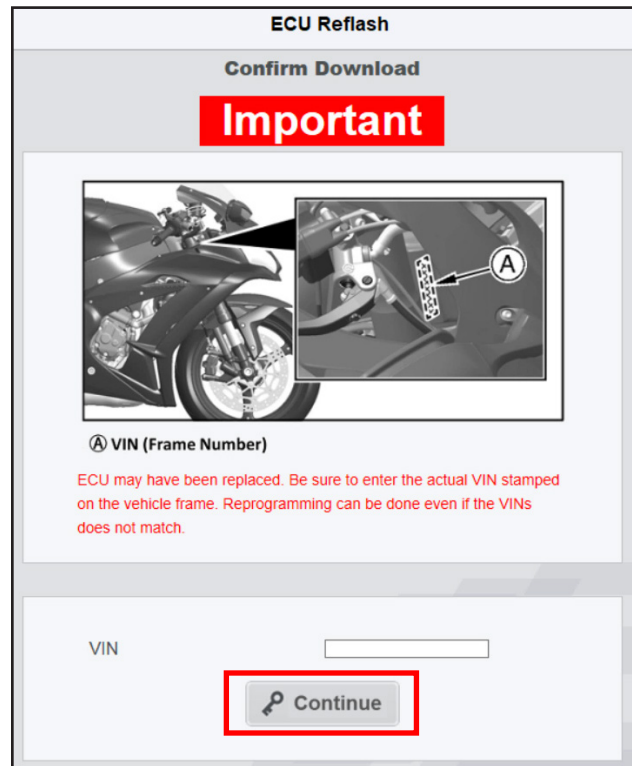
ECU P/N	CallID	Note
21175-1434	49245-1766	USA
21175-1435	49245-1767	L Model



- Click on the **DL** button to download the vehicle data.

ECU Reprogramming (cont'd)

- When the download is complete, the **Confirm Download** screen will appear.
- Enter the **VIN** on the vehicle frame in the VIN field.
- Click on the **Continue** button.

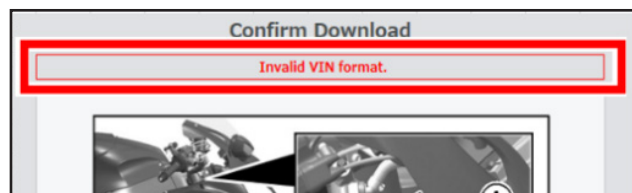
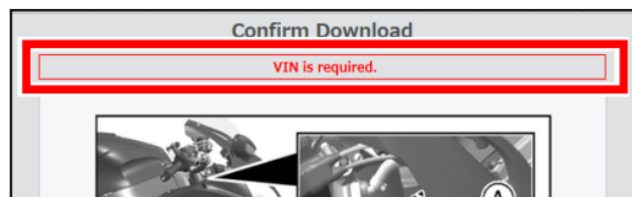


- The **Proceed to VIN Verification** message will appear if the correct VIN is entered.
- Click on the **OK** button.
- Proceed to page 8 of this bulletin and resume at the **Activation Code** step.



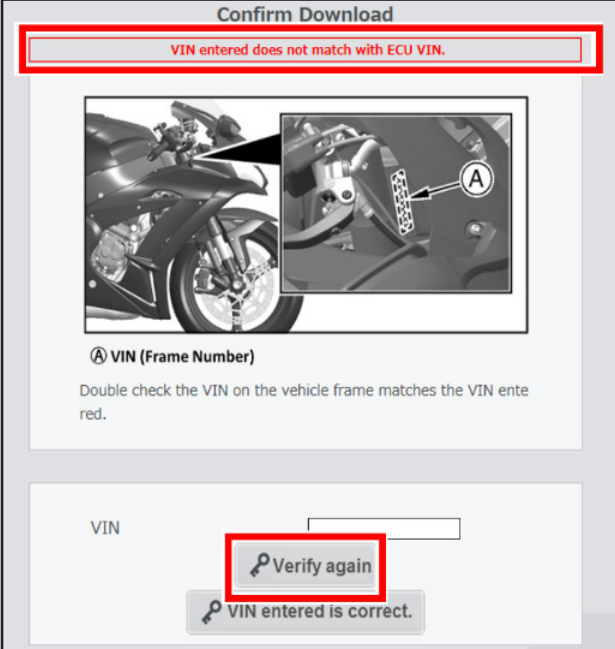
The following screens will only appear if the VIN was entered incorrectly or the wrong VIN was entered. Proceed to ACTIVATION CODE on page 8 if the VIN is correct.

- ★ If VIN is not entered or VIN format is incorrect, error message is displayed. Please enter VIN stamped on the vehicle frame and click **Continue** again.



ECU Reprogramming (cont'd)

- ★ If VIN entered does not match with ECU VIN, error message is displayed. If entered VIN is mistake, please enter correct VIN stamped on the vehicle frame and click **Verify again**.



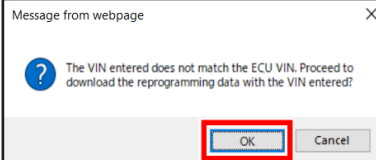
The screenshot shows a 'Confirm Download' window with a red border. At the top, a red box highlights the error message: "VIN entered does not match with ECU VIN." Below this is an image of a motorcycle with a callout 'A' pointing to the VIN plate. The text below the image reads: "A VIN (Frame Number) Double check the VIN on the vehicle frame matches the VIN entered." At the bottom, there is a 'VIN' label and an empty input field. Two buttons are visible: "Verify again" (highlighted with a red box) and "VIN entered is correct." (with a key icon).

- ★ If VIN entered is correct, please click **VIN entered is correct**. Reprogramming can be done even if the VINs do not match.



The screenshot shows the same 'Confirm Download' window. The "VIN entered is correct." button, which has a key icon, is highlighted with a red box. The "Verify again" button is also visible above it.

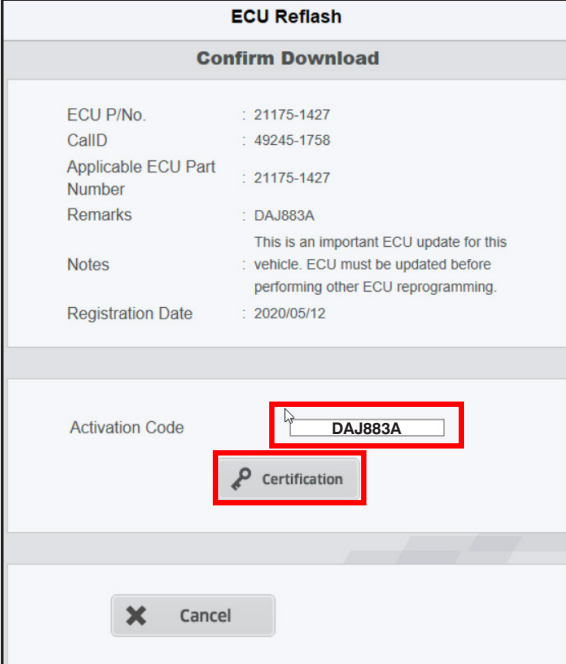
- ★ If the message **The VIN entered does not match the ECU VIN. Proceed to download the reprogramming data with the VIN entered?** is displayed, click on the **OK** button.



The screenshot shows a dialog box titled "Message from webpage" with a close button (X). The message text is: "The VIN entered does not match the ECU VIN. Proceed to download the reprogramming data with the VIN entered?" There are two buttons at the bottom: "OK" (highlighted with a red box) and "Cancel".


Activation Code

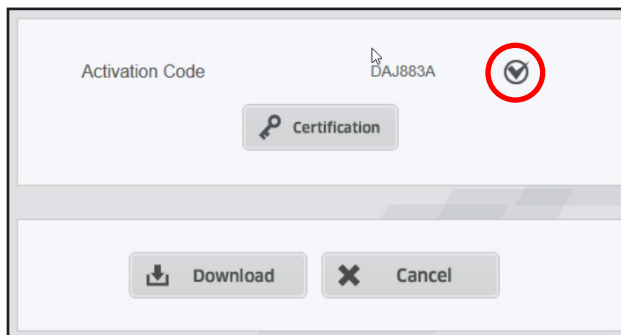
- A new screen will appear that has a field to enter the **Activation Code**.
- Enter Activation Code **DAJ883A** then click on the **Certification** button. (Activation code **DAJ883A** is used for all vehicles for this step.)



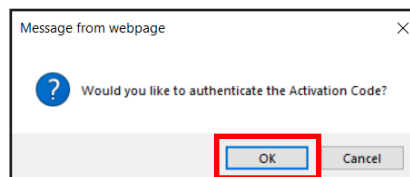
The screenshot shows the 'ECU Reflash' window with a 'Confirm Download' section. It lists the following information: ECU P/No.: 21175-1427, CallID: 49245-1758, Applicable ECU Part Number: 21175-1427, Remarks: DAJ883A, Notes: This is an important ECU update for this vehicle. ECU must be updated before performing other ECU reprogramming., and Registration Date: 2020/05/12. Below this information, there is an 'Activation Code' field containing 'DAJ883A' (highlighted with a red box) and a 'Certification' button (also highlighted with a red box). At the bottom, there is a 'Cancel' button with an 'X' icon.

ECU Reprogramming (cont'd)

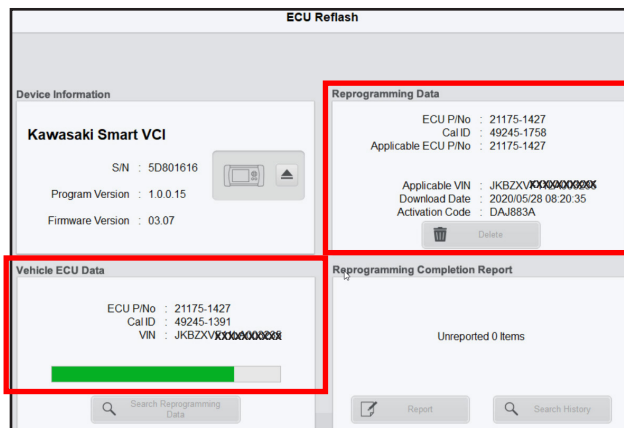
- After the checkmark  symbol appears to the right of the activation code, click on the **Download** button to begin downloading the reprogramming data from the server.



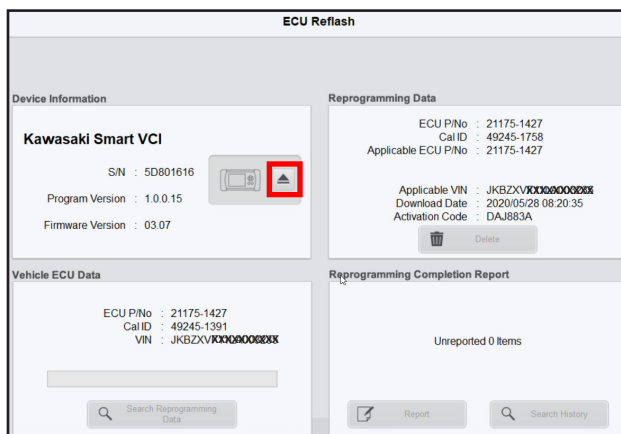
- A confirmation dialog box will appear asking if you would like to authenticate the Activation Code. Click on the **OK** button.



- A progress bar will indicate the progress of the download. It may take a few seconds before the progress bar begins to display in green.
- When the download is complete, the bar will disappear and information of reprogramming data will be displayed in the **Reprogramming Data** field.



- Click on the  button next to the image of the KVCI device.



- Slide the power switch on the KVCI device to the **OFF** position.
- Disconnect the KVCI device from the PC.



ECU Reprogramming (cont'd)

Write Reprogramming Data to ECU

- Connect cable 57001-1843 to the KVICI device.

NOTE:

- o *Only the KVICI device and the vehicle will be connected to each other while saving the vehicle ECU data.*

- Slide the power switch on the KVICI device to the OFF position.



- Connect KVICI device to vehicle's white, six pin coupler, using cable 57001-1843.



- Turn the ignition switch **ON** but do not start the vehicle.



- Slide the power switch on the KVICI device to the **ON** position and wait approximately 10 seconds for the device to connect with vehicle ECU.
- Press the **A** button on the KVICI device.

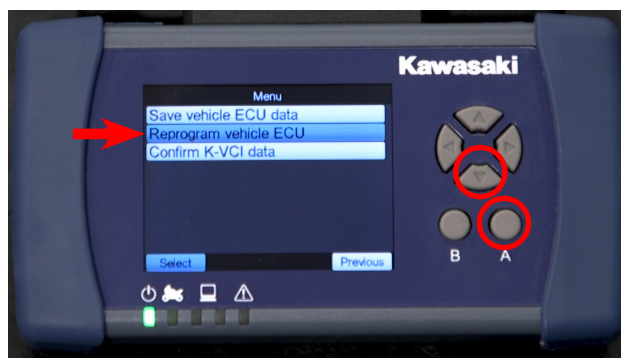


- The **Battery Terminal Voltage** screen will appear.
- Press the **A** button to open the KVICI **Menu**.



ECU Reprogramming (cont'd)

- The KVICI **Menu** is displayed.
- Use the down arrow key on the KVICI device to select **Reprogram Vehicle ECU**.
- Press the **A** button.



- Confirm the downloaded **Reprogramming data for rewriting**.
- Press the **A** button.




Name	Description
ECU P/No	21175-XXXX
Cal ID	49245-XXXX
Remarks	Displayed reference information such as contents of program.
VIN	Frame Number

ZX1002E/F

ECU P/N	CalID	Remarks
21175-1426	49245-1757	USA
21175-1427	49245-1758	L Model

ZX1002G

ECU P/N	CalID	Remarks
21175-1434	49245-1766	USA
21175-1435	49245-1767	L Model

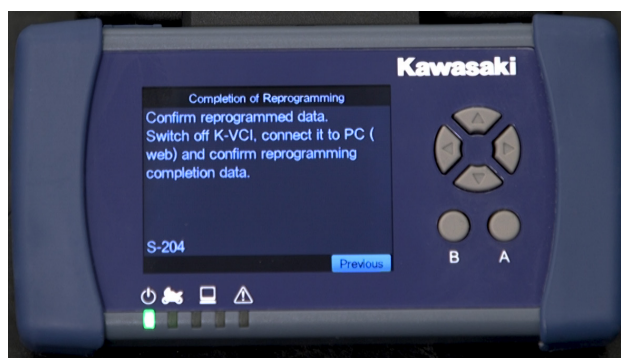
- During the reprogramming, the **Reprogramming in Progress** status is displayed as a percentage and the green light under the  symbol on the KVICI device illuminates.

NOTE:

- o The ECU will not be recognized during reprogramming and the warning lamp will be blinking. It will return to its original display state when the reprogramming is complete.



- When the reprogramming is complete, the **Completion of Reprogramming** window opens.
- Don't press any buttons.

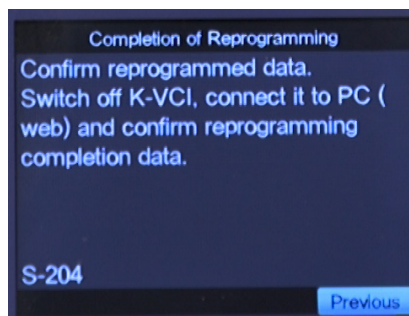


ECU Reprogramming (cont'd)

- ★ If you receive a message on the KVIC device with the message “**There is a possibility that the previous reprogramming did not finish properly. Would you like to run the recovery process?**” you will need to perform the recovery process. Select **YES** then press the **A** button to perform the recovery process. Otherwise, proceed to the next step below.

IMPORTANT NOTE:

- *WAIT FOR THE **Completion of Reprogramming** SCREEN TO APPEAR BEFORE TURNING OFF THE KVIC DEVICE OR THE VEHICLE IGNITION SWITCH. TURNING THE POWER OFF TOO SOON WILL RESULT IN INCOMPLETE REPROGRAMMING.*



- Slide the mode switch of Kawasaki Smart VCI to the **OFF** position only when the **Completion of Reprogramming** screen is displayed.



NOTICE

Turn the ignition switch of the vehicle to the **OFF** position, wait for around 10 seconds, and then release the connection between Kawasaki Smart VCI and the vehicle. If you release the connection while power is still being supplied, Kawasaki Smart VCI may fail.

- Turn the ignition switch to the **OFF** position.



- Remove Kawasaki Smart VCI from the vehicle.
- Start the vehicle and verify that the engine light is not flashing.



Reporting the Vehicle ECU Reprogramming to the Server

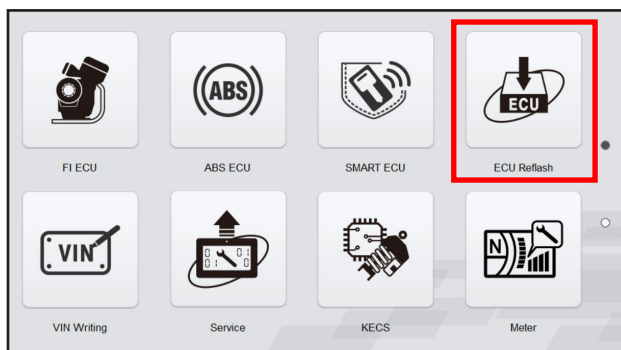


- Launch the KVCS software.

NOTE:

- o *Only the KVCI device and the computer running KVCS will be connected to each other while downloading the reprogramming data from the server.*

- Select **ECU Refresh**.
- Connect the KVCI device to the computer with the USB cable.
- Slide the power KVCI device power switch to the **ON** position.



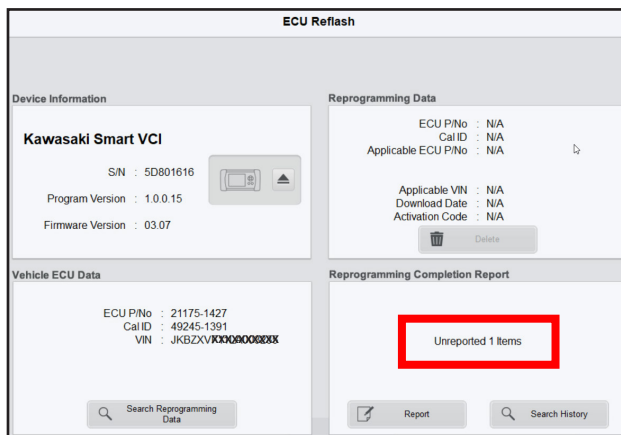
- On the KVCS software select **Report** on the **Reprogramming Completion Report** column.

★ If the **Unreported 0 Items** is displayed on the **Reprogramming Completion Report** column, ECU reprogramming is not finished completely. Please perform the reprogramming process again. By selecting **Search History**, the reported vehicle ECU data lists will be displayed.

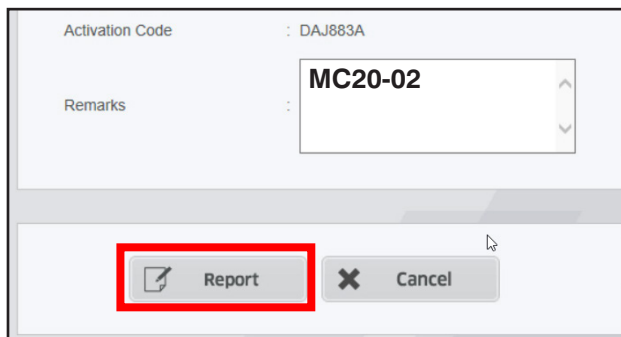
★ If the **Unreported 1 Items** is displayed on the **Reprogramming Completion Report** column, ECU reprogramming is complete.

- Click on the **Report** button only if **Unreported 1 Items** is displayed.

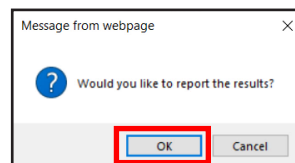
- Enter MC20-02 in the Remarks field




- Click on the **Report** button to report the unreported item..

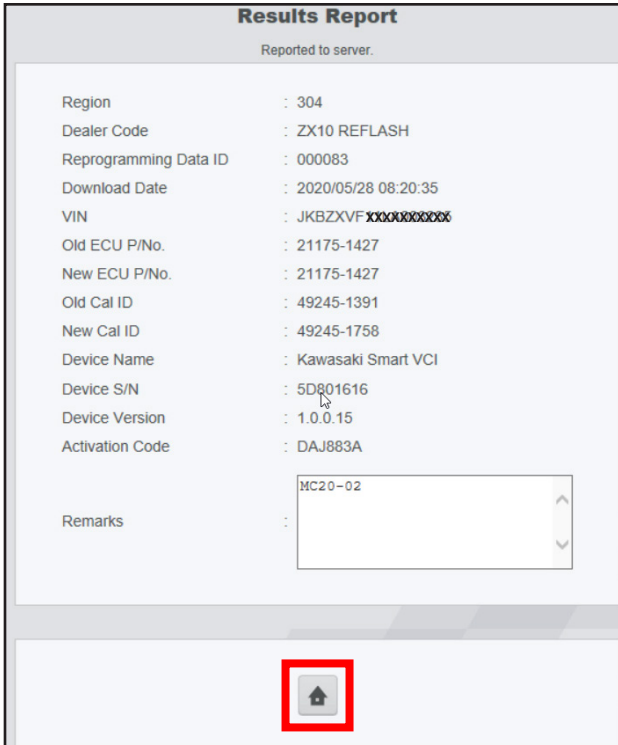


- Click on the **OK** button on the **Would you like to report the results?** screen.



ECU Reprogramming (cont'd)


- Click on the  button at the bottom of the page displaying “Reported to server”.



Results Report
Reported to server.

Region	: 304
Dealer Code	: ZX10 REFLASH
Reprogramming Data ID	: 000083
Download Date	: 2020/05/28 08:20:35
VIN	: JKBZXVFXXXXXXXXXX
Old ECU P/No.	: 21175-1427
New ECU P/No.	: 21175-1427
Old Cal ID	: 49245-1391
New Cal ID	: 49245-1758
Device Name	: Kawasaki Smart VCI
Device S/N	: 5D801616
Device Version	: 1.0.0.15
Activation Code	: DAJ883A

Remarks : MC20-02



- Confirm **Unreported 0 Items** is displayed on the **Reprogramming Completion Report** column.
- If **Unreported 1 item** is displayed on the **Reprogramming Completion Report**, Reporting is not finished completely. Please report the download vehicle ECU Data to the server again.

NOTE:

- If there are unreported vehicle ECU data, you cannot download another reprogramming data. After reporting the downloaded vehicle ECU data to the server, please download other unit's reprogramming data and write the reprogramming data.

- Slide the mode switch of KVIC device to the **OFF** position.
- Remove KVIC device from the PC.



ECU REPROGRAMMING IS NOW COMPLETE

- Proceed to the **Warranty Section** on page 19 if the vehicle has **never been ridden**.
- Proceed to the **Remove & Replace Reed Valve** section on page 15 if the vehicle has been **ridden**.

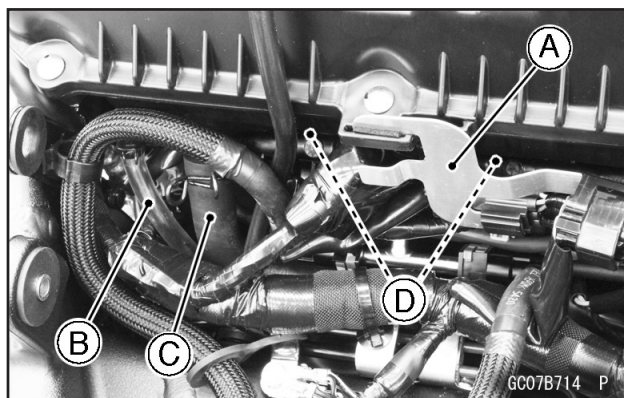
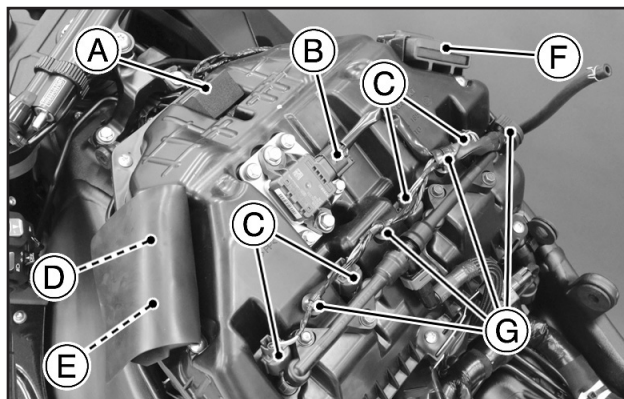
Remove & Replace Reed Valves

REMOVE & REPLACE REED VALVES ONLY ON VEHICLES THAT HAVE BEEN RIDDEN.

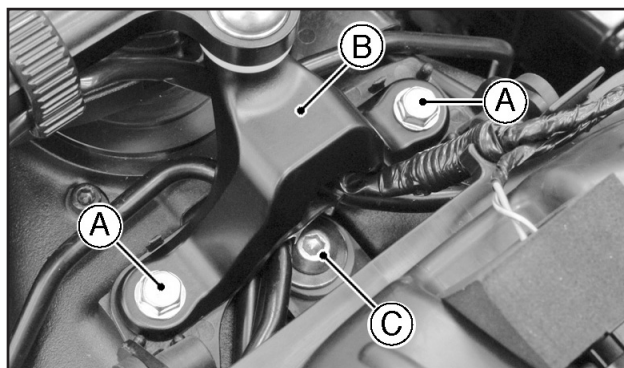
- Remove the seat, tail cover, tank cover and fuel tank as outlined in service manual 99832-0011-01.

Remove Air Cleaner Housing

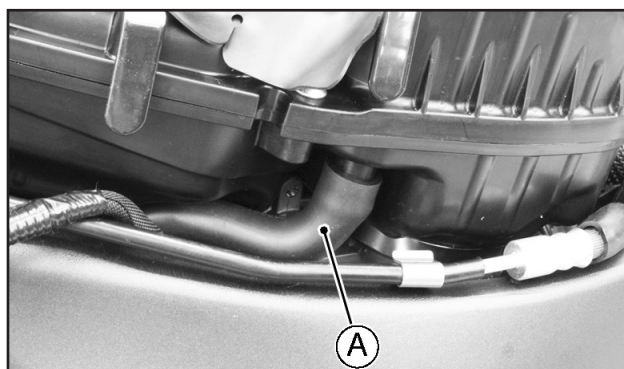
- Disconnect:
 - Secondary Fuel Hose
 - Intake Air Temp Sensor Connector [A]
 - IMU Connector [B]
 - Secondary Fuel Injector Connectors [C]
- Remove :
 - Turn signal relay [D],
 - Radiator fan relay [E]
 - ESD (Electronic Steering Damper) ECU [F]
- Free the clamps [G] from the air cleaner housing.
- Remove Connector Bracket [A]
- Slide the clamps.
- Disconnect:
 - Air Cleaner Drain Hose [B]
 - Breather Hose [C]
- Loosen air cleaner housing clamp bolts [D].



- Remove bolts [A].
- Free bracket [B].
- Remove bolt [C] and washer.



- Disconnect the air switching valve hose [A].
- Remove the air cleaner housing.



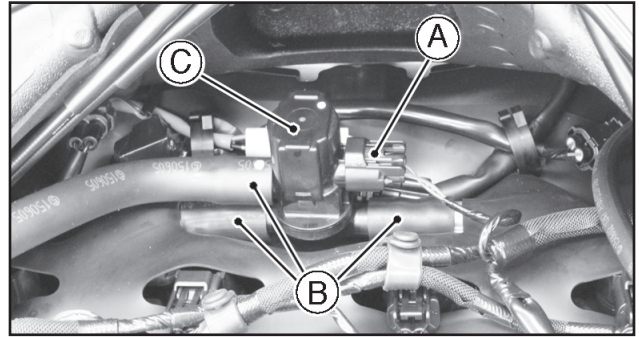
Remove & Replace Reed Valves (cont'd)

Remove Air Switching Valve

NOTICE

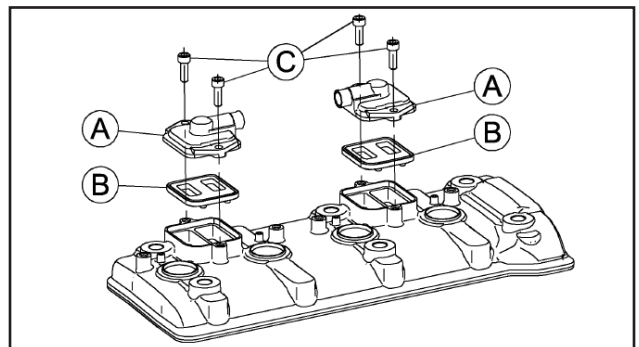
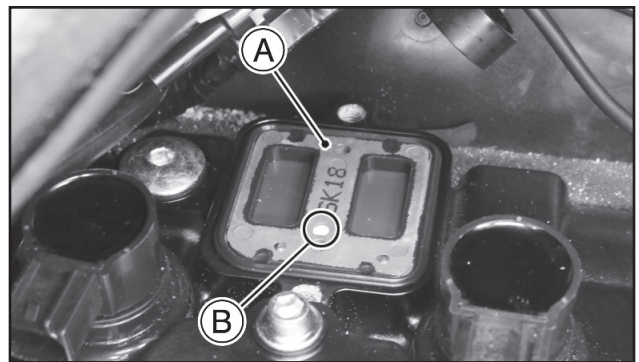
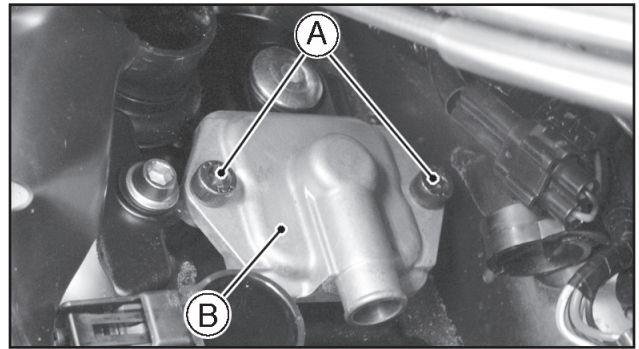
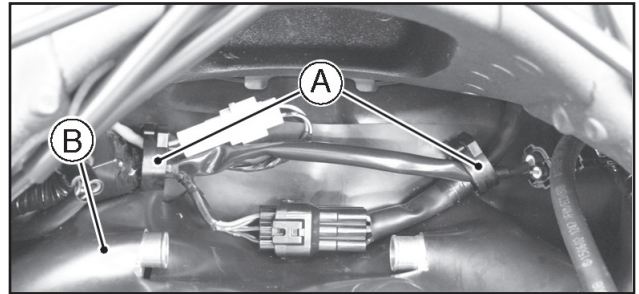
Never drop the air switching valve especially on a hard surface. Such a shock to the air switching valve can damage it.

- Disconnect connector [A].
- Disconnect hoses [B] from the air suction valve covers.
- Remove the air switching valve [C]



Remove Air Suction Valve

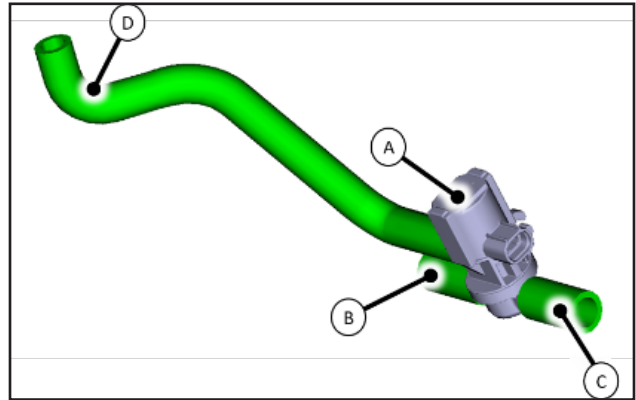
- Open clamps [A].
 - Roll up the front side of the heat insulation rubber plate [B].
-
- Remove and discard air suction valve cover bolts [A].
 - Remove and retain air suction valve cover [B]
 - Repeat for valve on the other side of the engine.
-
- Remove and discard air suction valves from both sides of the engine.
 - Install new air suction valves [A] on both sides of the engine with the reed stopper facing downwards and the white mark [B] toward the rear.
-
- Install the air suction valve covers [A] on the air suction valve [B].
 - Remove the locking agent from the air suction valve cover bolt holes with a thread chaser or a tap
 - Install new air suction valve cover bolts [C], and tighten to 89 in·lb (1.0 kgf·m, 10 N·m).



Remove & Replace Reed Valves (cont'd)

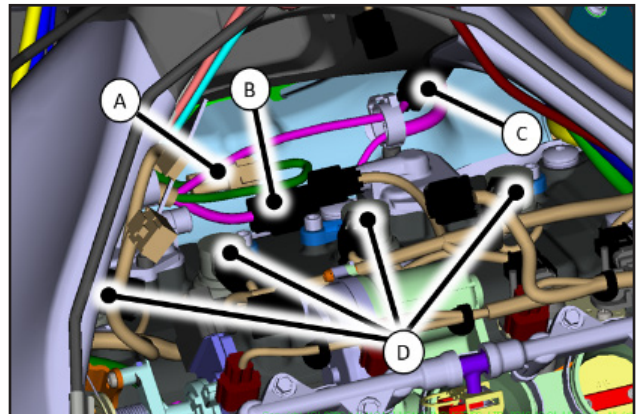
Remove Air Suction Valve

- Inspect Parts around the Air Switching Valve and hoses.
- Visually inspect Air Switching Valve [A] and Tubes [B], [C], [D], to include inner and outer areas of the tube.
 - ★ If any of these parts have heat or fire damage, replace them with new parts.



Description	Part No.
Air Suction Valve [A]	Call Dealer Care for Authorization to Replace Parts
Tube [B]	
Tube [C]	
Tube [D]	

- Visually inspect the following parts:
 - Radiator Fan Motor Lead Connector [A],
 - Front Brake Switch Lead Connector [B],
 - Right Housing Assy Control Lead Connector [C],
 - Ignition Coil [D],
 - Harness, Heat Insulation Rubber Plate...etc
- ★ If any of these parts have heat or fire damage, replace them with new parts.

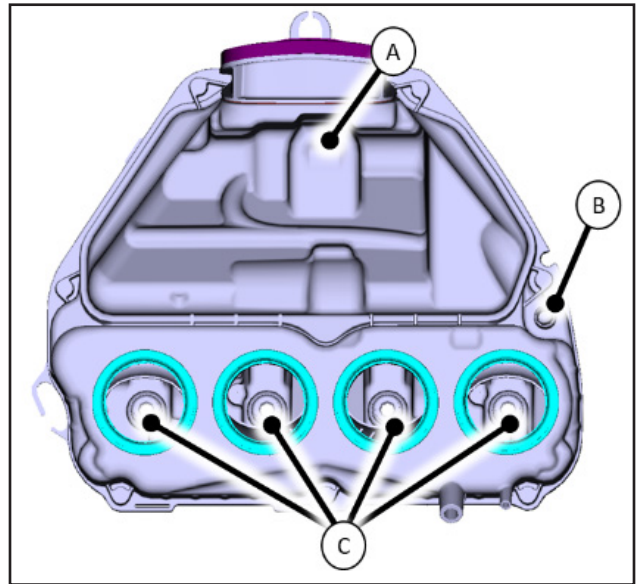


Description	Part No.
Radiator Assembly	Call Dealer Care for Authorization to Replace Parts
Front Brake Switch	
Right-Housing-Assy-Control	
Coil-Assembly-Ignition	
Heat Insulation Rubber Plate	
Harness	
Other Parts not Listed	

Remove & Replace Reed Valves (cont'd)

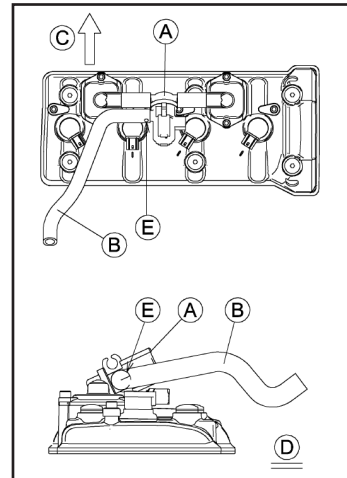
- Visually inspect the following for damage:
 - Front side of Air Cleaner Housing [A]
 - installation point of air switching valve hose [B]
 - Secondary Fuel Injector [C] for any damage.
- ★ If any of these parts have heat or fire damage, replace them with new parts.

Description	Part No.
Air Cleaner Housing	Call Dealer Care for Authorization to Replace Parts
Pad	
Secondary Fuel Injector	



Air Switching Valve Installation

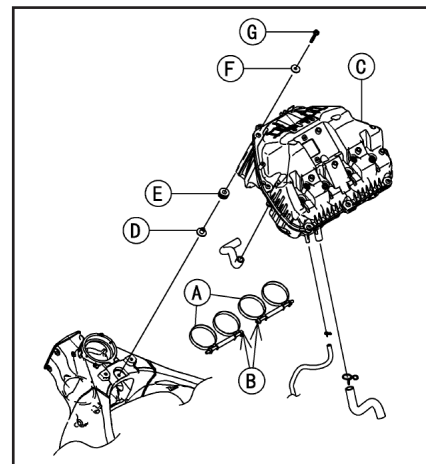
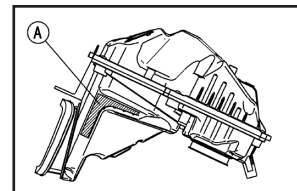
- Install air switching valve [A] with hose [B] as shown.
 - Front [C]
 - Left Side View [D]
 - Yellow Paint [E]



Air Cleaner Housing Installation

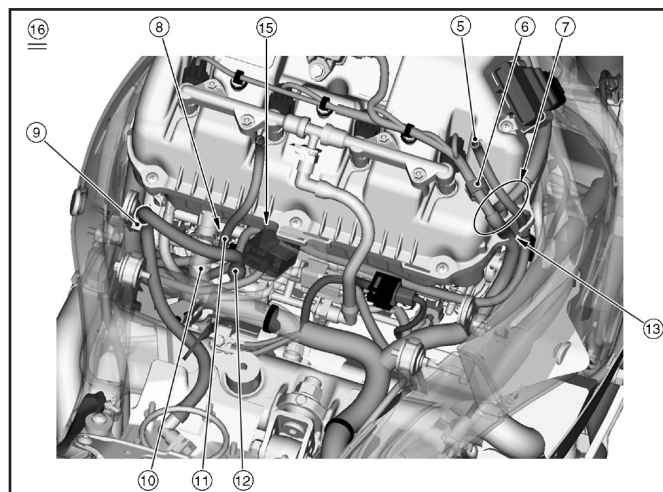
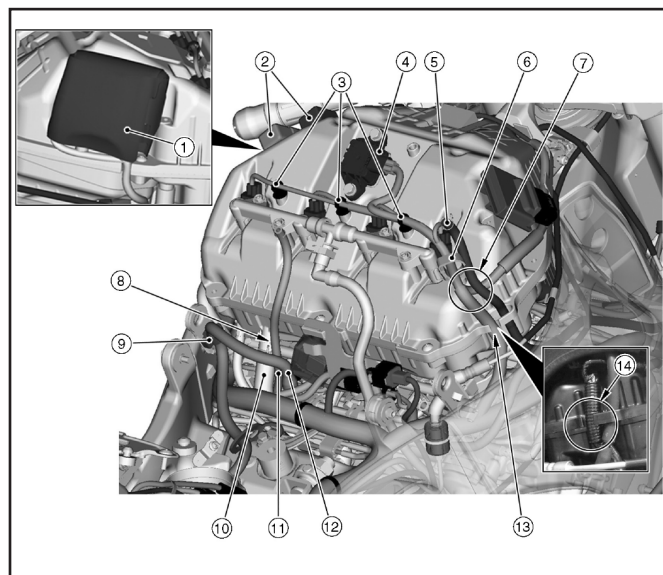
- Be sure to install the pad [A].

- Install the air cleaner housing clamps [A] so that their bolt heads [B] face inward.
- Install the air cleaner housing [C] to the throttle body assy.
 - Collar [D]
 - Damper [E]
 - Washer [F]
- Be sure the air cleaner housing is inserted to the throttle body assy securely.
- Be sure the hoses are routed correctly and properly installed.
- Tighten air cleaner housing clamp bolts [B] & [G] to 18 in·lb (0.20 kgf·m, 2.0 N·m).



Remove & Replace Reed Valves (cont'd)

- Run the leads and hoses correctly. (See Cable, Wire, and Hose Routing)
 - Rubber Cover (Wrap the turn signal relay and radiator fan relay.) [1]
 - Turn Signal Relay and Radiator Fan Relay [2]
 - Clamps (Hold the secondary fuel injector connector. Install them to the air cleaner housing.) [3]
 - IMU [4]
 - Fuel Tank Breather Hose [5]
 - Clamp (Hold the main harness. Close it after installing the fuel tank breather hose.) [6]
 - Run the fuel tank breather hose in outside of the main harness. [7]
 - Run the fuel tank drain hose to the inside of the breather hose. Run it in front of the fuel hose. [8]
 - Clamp (Hold the fuel hose. After holding the hose with the clamp, take the hose forward and install the fuel tank.) [9]
 - Breather Hose [10]
 - Fuel Tank Drain Hose [11]
 - Fuel Hose [12]
 - Clamp (Hold the secondary fuel injector leads and fuel tank breather hose. Position the hose joint under the clamp. Run the fuel tank breather hose in front of the main harness.) [13]
 - Position the corrugate tube in the clamp. [14]
 - Run the fuel tank breather hose between the rubber boot and air cleaner housing. [15]
 - US and L Models [16]



- Install removed parts.
- Start the engine to verify that the engine light is not flashing after completing all repairs.

CALL KAWASAKI DEALER CARE AT (800) 854-3800 FOR AUTHORIZATION OF ADDITIONAL TIME REQUIRED TO COMPLETE REMOVAL AND REPLACEMENT OF DAMAGED PARTS.

Warranty Information

This is a safety Recall campaign. Repair is authorized regardless of ownership or warranty status.

Repairs **MUST BE PERFORMED IMMEDIATELY ON ALL ELIGIBLE UNITS** in the field and during initial assembly and preparation if the inspection reveals a damaged brake hose or sensor wire.

See the Warranty Policies and Procedures Manual (claim type 3 information) for detailed instructions when submitting the Warranty Claim.

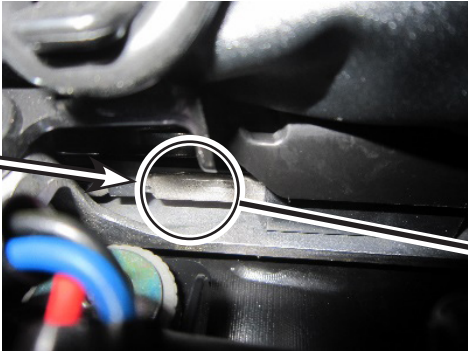
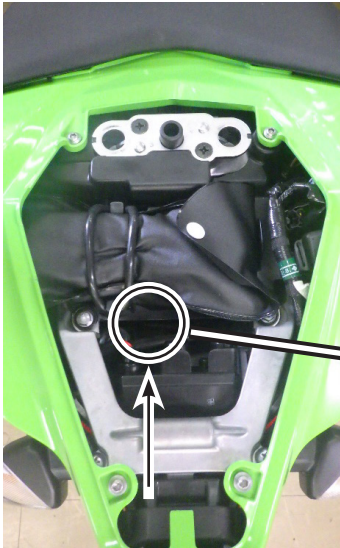
	Reprogram Only	Reprogram & Replace Reed Valves	Reprogram & Replace Reed Valves & Replace Heat Damaged Parts
Job Code	22527	22528	22529
Flat Rate Time	0.3	1.4	1.4
Claim Type	3	3	3
Part Number	99999-0766	99999-0766	99999-0766
Description	Kit, Reed Valve MC20-02	Kit, Reed Valve MC20-02	Kit, Reed Valve MC20-02
Quantity	0	1	1
Additional Parts	N/A	N/A	Call Dealer Care at (800) 854-3800 for additional time authorization to remove and replace heat damaged parts

Repair Verification

- Make a white paint mark on the rear edge of the ECU found under the tool kit as shown below to serve as repair verification.

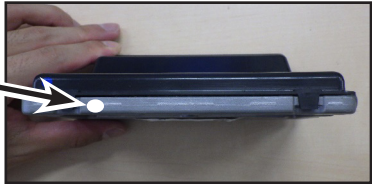
NOTE:

- o *Repair verification is an essential part of the repair procedure. Along with the physical repair verification, check VIP (Vehicle Information Portal) in K-Dealer for other possible repair campaigns for eligible units.*



NOTE:

- o ECU removed for clarity only. Do not remove from vehicle.



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

IMPORTANT SAFETY RECALL NHTSA RECALL NO. 20V-307

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 Customer Care at (866) 802-9381 (toll-free) between 7:00 a.m. and 4:00 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: Customer Care
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.