

Part 573 Safety Recall Report

20V-676

Manufacturer Name : Kawasaki Motors Corp., U.S.A.**Submission Date :** NOV 10, 2020**NHTSA Recall No. :** 20V-676**Manufacturer Recall No. :** MC20-10**Manufacturer Information :**

Manufacturer Name : Kawasaki Motors Corp., U.S.A.

Address : PO Box 25252
Santa Ana CA 92799-5252

Company phone : 949-770-0400

Population :

Number of potentially involved : 799

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2018-2020 Kawasaki Heavy Industries ZX1002A/B/D (Ninja H2 SX/ Ninja H2 SXSE, Ninja H2 SXSE+)

Vehicle Type : MOTORCYCLES

Body Style : OTHER

Power Train : GAS

Descriptive Information : The affected vehicles containing the problem are certain 2018-2020 ZX1002A/B/D models. The recall population was determined by the production beginning and ending date for certain 2018-2020 models affected.

-ZX1002A (2018/ Ninja H2 SX/160 units)

-ZX1002 B (2018/Ninja H2 SX SE/385 units)

-ZX1002D (2019-2020/ Ninja H2 SX SE+ / 254 units)

Production Dates : NOV 27, 2017 - DEC 04, 2019

VIN Range 1 : Begin : JKBZXVA13JA000096 End : JKBZXVA12JA002566

 Not sequential

VIN Range 2 : Begin : JKBZXVB10JA000006 End : JKBZXVB10JA000605

 Not sequential

VIN Range 3 : Begin : JKBZXVD1XKA000027 End : JKBZXT02ADA004455

 Not sequential**Description of Defect :**

Description of the Defect : If the transmission gears are not properly engaged while shifting into 4th or 5th gear, high engine RPM can cause the output gears of 4th or 5th gear to fracture when the gears re-engage. The engine control program of the electronic control unit (ECU) doesn't have the capability to suppress high RPM during transmission gear misengagement, allowing this problem to occur.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : In the worst case, jamming of broken gears can cause the engine to lock up which could cause a loss of control and increase the risk of a crash.

Description of the Cause : Inappropriate program of the ECU.

Identification of Any Warning NONE
that can Occur :

Involved Components :

Component Name 1 : NR

Component Description : NR

Component Part Number : NR

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

May 2018 - Kawasaki Heavy Industries, Ltd. (KHI) received a report of “inability to shift gear due to breakage of Output 4th gear” from its European distributor (KME). The user was unable to shift into 4th gear, but operation of the lower gears was not affected. No collision or injury was reported. KHI began to collect failed parts and investigate the cause of the reported problem.

October 2018 – KHI evaluated the failed engine returned from KME. Overload fracture of the fourth output gear was observed, resulting in the inability to shift into 4th gear. However there was no irregularity in the dimensions, hardness or material texture of the gears, including 4th gear. KHI continued to investigate the cause of the reported problem.

March 2019 - KHI received a report of “inability to shift gear due to breakage of 5th output gear” from its Japanese distributor (KMI). The user was unable to shift into 5th gear but the operation of the lower gears was not affected. No collision or injury was reported. Once again, there was no irregularity in the dimensions, hardness or material texture of the gears, including 5th gear. KHI continued to investigate the cause of the reported problem.

October 2019 – KHI first considered a sudden increase in engine rpm when the transmission gears are not properly engaged while shifting as a possible cause of reported problem. KHI continued to investigate the cause of the reported problem. No related injuries or collisions had been reported.

March – June 2020 – COVID-19 disruptions delay further investigation. No related injuries or collisions had been reported.

October 2020 – KHI confirmed that when the transmission gears are not properly engaged while shifting into

4th or 5th gear, high engine RPM can cause the output gears of 4th and 5th gear to fracture when the gears re-engage. This can result in the inability to shift into 4th or 5th gear.
Chronology to be continued under manufacturer comments.

Description of Remedy :

Description of Remedy Program : All eligible units are required to reprogram FI-ECU to control sudden increase in engine rpm when gears are not properly engaged while shifting. Kawasaki has also stated in the owner letter a "Do not ride" warning and indicated the plan for reimbursement as follows: 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

How Remedy Component Differs from Recalled Component : A white mark is added on the Rear-frame located beneath the rear seat.

Identify How/When Recall Condition was Corrected in Production : In December of 2019, before it had determined the cause of the issue with 4th and 5th gears on the Ninja H2 SX family of models, KHI started production on a new H2 model called the Z H2, and incorporated the gear design for that model into all of the H2 family to increase the uniformity of components in that family of models. After the fact, KHI discovered that the new design of transmission gears does not have the problem described in this recall.

Recall Schedule :

Description of Recall Schedule : KMC will distribute both electronic and paper copies of a Recall Service bulletin to all Kawasaki motorcycle dealers. KMC will mail the owner notification letter via U.S.P.S. enclosed in an envelope with the statement "Important Recall Safety Information" printed on the outside of the envelope.

Planned Dealer Notification Date : NOV 13, 2020 - NOV 13, 2020

Planned Owner Notification Date : NOV 16, 2020 - NOV 16, 2020

* NR - Not Reported