

# Kawasaki Motors Corp., U.S.A.

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

## 2018~2020 NINJA H2™ SX, SX SE, SX SE+ GEAR MISENGAGEMENT MAY CAUSE TRANSMISSION DAMAGE

### IMPORTANT SAFETY RECALL

NHTSA Recall No. 20V-676

THIS NOTICE APPLIES TO YOUR VEHICLE

VIN: JKBZXVE0000000000

CUSTOMER NAME  
STREEN NAMEE  
CITY, STATE, ZIP

ZX1002EKF: MC20-10  
FRAME: 0000000  
DATE: NOVEMBER, 00 2020

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 2018~2020 NINJA H2 SX, SX SE, SX SE+ models.

#### The reason for this notice:

On affected units, 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. Jamming of broken gears can cause the engine to lock up, 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 reprogram the ECU on your motorcycle free of charge. Reprogramming will not affect vehicle performance or emission levels. The actual repair will take up to twenty minutes 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](http://www.kawasaki.com) and click on the "LOCATE DEALER" link. 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.

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

#### 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](http://www.kawasaki.com) by clicking on "OWNER CENTER => KAWASAKI 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.