

# Part 573 Safety Recall Report

## 20V-723

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

**Submission Date :** MAY 20, 2021

**NHTSA Recall No. :** 20V-723

**Manufacturer Recall No. :** MC20-11



### 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 :** 84

**Estimated percentage with defect :** 100 %

### Vehicle Information :

**Vehicle 1 :** 2021-2021 Kawasaki Heavy Industries ZX1400J

**Vehicle Type :** MOTORCYCLES

**Body Style :** OTHER

**Power Train :** GAS

**Descriptive Information :** The affected vehicles containing the problem are certain 2021 ZX14000J models. The recall population was determined by the production beginning and ending date for certain 2021 models affected.

**Make:** Kawasaki Heavy Industries Co., Ltd.

**Models :** ZX1400JMFNL ( 82 units) and ZX1400JMFNN (2 units)

**Model Name:** NINJA ZX-14R

**Model Year:** 2021

**Production Dates :** AUG 03, 2020 - SEP 23, 2020

**VIN Range 1 : Begin :** JKBZXNJ15MA013002 **End :** JKBZXNJ14MA013136 ☐ Not sequential

### Description of Defect :

**Description of the Defect :** On eligible units, the front brake master cylinder is missing an internal component, which interferes with the intended flow of the hydraulic fluid in certain situations.

**FMVSS 1 :** NR

**FMVSS 2 :** NR

**Description of the Safety Risk :** If the internal component is missing, hydraulic force applied by the front brake can be inconsistent. The rider may experience reduced front brake actuation, braking force, and/or lever pressure, allowing the potential for a crash resulting in injury or death.

**Description of the Cause :** Missing an internal component of the front brake master cylinder.

**Identification of Any Warning that can Occur :** None

**Involved Components :**

Component Name 1 : CYLINDER-ASSY-MASTER, FR

Component Description : Brake System

Component Part Number : 43015-0671

**Supplier Identification :****Component Manufacturer**

Name : Fuji Corporation

Address : 1123-2, Mutsumi, Shuchi Gun Mori Machi  
Shizuoka Foreign States 437-0213

Country : Japan

**Chronology :**

September 2020 – Kawasaki Heavy Industries, Ltd. (KHI) received one report of “overstroke of front brake lever” on a pre-retail unit from a dealer in Japan.

September 2020 – KHI inspected the returned front brake master cylinder from the allegedly failed unit and found that the front brake master cylinder was missing an internal component, which could have been the reason for the overstroke of front brake lever. KHI asked the supplier of front brake master cylinder to investigate the issue.

October 2020 - KHI received an interim report from the supplier and confirmed that “overstroke of front brake lever” was reproduced by removing the internal component which was missing from the allegedly problematic unit inspected by KHI previously. The supplier suspected that the missing part could be due to a manufacturing error attributable to a single worker at the supplier’s facility. KHI asked the supplier to determine the scope of the potential manufacturing problem.

November 2020 – KHI received an additional report from the supplier. This report confirmed that the missing internal component could cause inconsistent front brake pressure, resulting in reduced front brake actuation, braking force, and/or lever pressure. This report also confirmed that other front brake master cylinders assembled by the particular worker may be missing the internal component.

November 2020 – Though no similar claims have been reported since the issue reported in Japan in September, KHI decided to initiate a recall campaign.

**Description of Remedy :**

Description of Remedy Program : All eligible units are required to replace front master cylinder. Further instructions will be provided in a Service Information. Kawasaki will state in the owner letter a "Do not ride" warning and indicate 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 head pipe of repaired units.

Identify How/When Recall Condition was Corrected in Production : The supplier reported to KHI that the recall condition was corrected from the delivery to KHI in October 2020.

**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 : DEC 07, 2020 - DEC 07, 2020

Planned Owner Notification Date : DEC 04, 2020 - DEC 04, 2020

\* NR - Not Reported