



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

December 17, 2020

Mr. Russel Brenan  
Kawasaki Motors Corp., U.S.A.  
26972 Burbank  
Foothill Ranch, CA 92610

NEF-150JK  
20V-774

**Subject:** Camshaft Chain Tensioner Improperly Heat-Treated

Dear Mr. Brenan:

This letter serves to acknowledge Kawasaki Motors Corp., U.S.A.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

KAWASAKI/ER400D/2021  
KAWASAKI/EX400G/2021  
KAWASAKI/EX400H/2021

**Mfr's Report Date:** December 11, 2020

**NHTSA Campaign Number:** 20V-774

**Components:**

ENGINE  
ENGINE AND ENGINE COOLING:ENGINE:HARD PARTS INTERNAL/MECHANICAL

**Potential Number of Units Affected:** 1,770

**Problem Description:**

Kawasaki Motors Corp., U.S.A. (KMC) is recalling certain 2021 Z400 ABS (ER400D), Ninja 400 (EX400H) and Ninja 400 ABS (EX400G) motorcycles. The strength of the camshaft chain tensioner may be insufficient due to improper heat treatment, possibly causing it to be damaged.

**Consequence:**

A damaged camshaft chain tensioner can cause the engine to stall, increasing the risk of a crash.

**Remedy:**

KMC will notify owners, and dealers will replace the camshaft chain tensioner, free of charge. Note: Owners are advised to not ride their motorcycles until the repair has been completed. The recall is expected to begin December 21, 2021. Owners may contact KMC customer service at 1-866-802-9381. KMC's number for this recall is MC20-13.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

We have received KMC's proposed owner notification letter and approved it for distribution.

Please ensure the following requirements are met:

The percentage of products estimated to contain the defect or noncompliance (49 CFR 573.6 (c)(4)). If less than 1%, amend your filing to state 1% and provide the actual calculated amount in the first product text box.

**AMENDED 573 REQUIRED.**

Please be reminded of the following requirements:

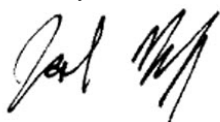
Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Jennifer Kruger who may be reached by phone at (202) 366-2461, or by email at [jennifer.kruger@dot.gov](mailto:jennifer.kruger@dot.gov). We look forward to working with you.

Sincerely,



Joshua Neff  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement