

# Part 573 Safety Recall Report

## 20V-774

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

**Submission Date :** APR 21, 2021

**NHTSA Recall No. :** 20V-774

**Manufacturer Recall No. :** MC20-13



### 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 : 1,770

Estimated percentage with defect : 100 %

### Vehicle Information :

Vehicle 1 : 2021-2021 Kawasaki ER400D & EX400G/H (Z400 ABS, NINJA 400, NINJA 400 ABS)

Vehicle Type : MOTORCYCLES

Body Style : OTHER

Power Train : GAS

**Descriptive Information :** The affected vehicles containing the problem are certain 2021 ER400 & EX400 models. The recall population was determined by the production beginning and ending date for certain 2021 models affected.

ER400D (Kawasaki/Z400 ABS/2021): 382 units.

EX400G (Kawasaki/NINJA 400 ABS/2021): 970 units.

EX400H (Kawasaki/NINJA 400/2021): 418 units.

**Production Dates :** JUL 01, 2020 - OCT 27, 2020

VIN Range 1 : Begin : JKAERKD10MDA95052 End : JKAERKD18MDAA5920

☐ Not sequential

VIN Range 2 : Begin : JKAEXKG10MDA94551 End : JKAEXKG11MDAA5940

☐ Not sequential

VIN Range 3 : Begin : JKAEXKH16MDA94911 End : JKAEXKH19MDAA5960

☐ Not sequential

### Description of Defect :

**Description of the Defect :** On affected units, the strength of the camshaft chain tensioner is insufficient due to improper heat treatment.

FMVSS 1 : NR

FMVSS 2 : NR

**Description of the Safety Risk :** Continued use can result in camshaft chain tensioner damage, leading to noisy operation, and in the worst case, engine stalling, which could cause a loss of control and increase the risk of a crash.

**Description of the Cause :** Improper heat treatment of the camshaft chain tensioner.

**Identification of Any Warning that can Occur :** Abnormal engine noise.

**Involved Components :**

Component Name 1 : TENSIONER-ASSY

Component Description : Power Transmission System

Component Part Number : 12048-0111

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

Name : Tsubakimoto Chain Co.

Address : Nakanoshima Mitsui Building, 6F, 3-3-3,  
Osaka Foreign States 530-0005

Country : Japan

**Chronology :**

October 2020 – Kawasaki Heavy Industries, Ltd. (KHI) received a report alleging “abnormal noise from Ninja ZX-25R engine due to worn camshaft chain tensioner” from a distributor in Japan. KHI collected failed parts to investigate the issue. No similar claims had been reported from other motorcycle products installing the same tensioner. (Ninja400, Z400, Ninja250, and Z250)

October 2020 – KHI inspected the worn camshaft chain tensioner and observed the wear on the plunger, where the plunger and the cam contact. KHI found that the surface hardness of plunger was out of specification. KHI asked the supplier of the tensioner to investigate the issue.

November 2020 - The supplier confirmed that some camshaft chain tensioners which had been delivered to KHI were not properly heat treated. KHI began investigating the scope of the issue by matching the affected units as reported by the supplier with the production lot at the production facility.

December 2020 – KHI could not identify similar claims on other motorcycles with the same camshaft chain tensioner, Nonetheless, KHI decided to initiate a recall campaign of all motorcycles which may have camshaft chain tensioners that weren't properly heat treated.

## Description of Remedy :

**Description of Remedy Program :** All eligible units are required to replace the camshaft chain tensioner. 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 on the new Camshaft Chain Tensioner Body will serve as repair verification.

**Identify How/When Recall Condition was Corrected in Production :** The supplier reported to KHI that the recall condition was corrected from the delivery to KMT (engine assembly plant in Thailand) in the end of 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 18, 2020 - DEC 18, 2020

**Planned Owner Notification Date :** DEC 21, 2020 - DEC 21, 2020

\* NR - Not Reported