

**TITLE: 2021 Z400 ABS, NINJA® 400 & NINJA® 400 ABS
CAMSHAFT CHAIN TENSIONER REPLACEMENT**

RECALL

THIS BULLETIN IS OF THE HIGHEST PRIORITY AND MUST BE ACTED UPON IMMEDIATELY TO ENSURE CUSTOMER SAFETY.

Eligibility

Eligible Units

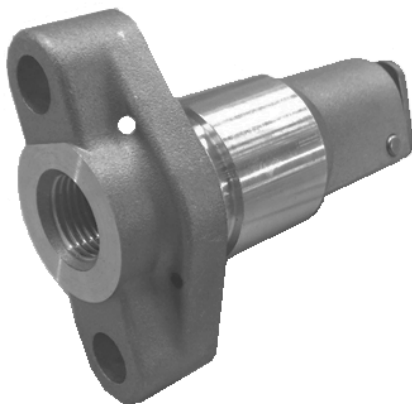
Year	Model	Model Codes
2021	Z400 ABS	ER400DMFNL, ER400DMFNN
2021	NINJA 400	EX400HMFAL, EX400HMFAN, EX400HMFNL, EX400HMFNN
2021	NINJA 400 ABS	EX400GMFAL, EX400GMFAN, EX400GMFBL, EX400GMFBN EX400GMFNL, EX400GMFNN

Verify eligibility using VIP in K-Dealer before starting the repair.

Please check VIP (Vehicle Information Portal) in K-Dealer for other possible repair campaigns for eligible units.

Subject

On some eligible units the strength of the camshaft chain tensioner is insufficient due to improper heat treatment. Continued use can result in camshaft chain tensioner damage, leading to noisy operation, and possibly, engine stalling, which could result in loss of control and increase the risk of a crash.



Kawasaki Action

Initiate Campaign:

Kawasaki has initiated a Recall campaign to repair all eligible units. The repair consists of replacing the camshaft chain tensioner.

Notify Registered Owners:

Kawasaki is sending a Recall letter to all registered owners of eligible units. A copy of the letter is printed on page 6 of this bulletin.

Dealer Action

Repair Eligible Units:

Repair all eligible units including sold units in the field and unsold units in your dealership inventory prior to delivery to the retail purchaser. It is the obligation of authorized Kawasaki retail Dealers to repair eligible units in Dealer's possession prior to retail sale. Failure to comply with this obligation to repair all units eligible for Recall or FDM campaigns by the Dealer constitutes a breach of the Dealer Sales and Service Agreement. Refer to Service Policies bulletin SP 08-01. Refer to the Repair Procedure section of this bulletin for details.

IMPORTANT NOTE:

- o *It's the law! Under the U.S. National Highway Traffic Safety Administration (NHTSA), Federal Law 49 U.S.C. Section 30120(i) requires dealers to perform Recall repairs before delivering any vehicle affected by the Recall to a purchaser.*

Document Completed Repairs:

Federal law requires manufacturers to maintain accurate follow-up records on repairs performed on eligible units. Dealers MUST submit a Warranty Claim for each repair. Refer to the Warranty Information section of this bulletin for details.

NOTE:

- o *If you fail to submit a Warranty Claim for a new unit that is subsequently sold and registered, the new owner will receive the Recall letter requesting the return of the vehicle to you for repair.*

Submit Product Registration:

Submit the product registration to Kawasaki via K-Dealer immediately after retail sale of any eligible unit. Be sure to supply the correct customer name and mailing address. Kawasaki uses the product registration information for customer notification. Also, if you know that the customer has moved, please submit a Customer Update via K-Dealer.

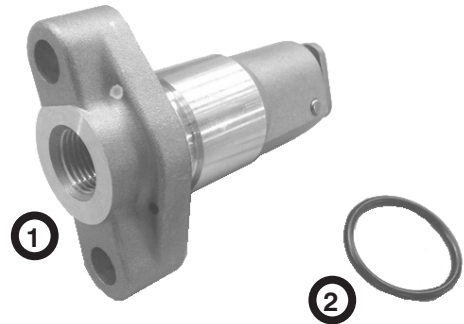
Parts Information

Repair Kit Part Number:

Install repair parts on all eligible vehicles.

Order parts to complete the FDM through K-Dealer as outlined in Service Bulletin SP15-03.

Kit, Camshaft Chain Tensioner, MC20-13 P/N 99999-0795		
Ref	Contents	Qty
1	Tensioner Body	1
2	O-Ring	1



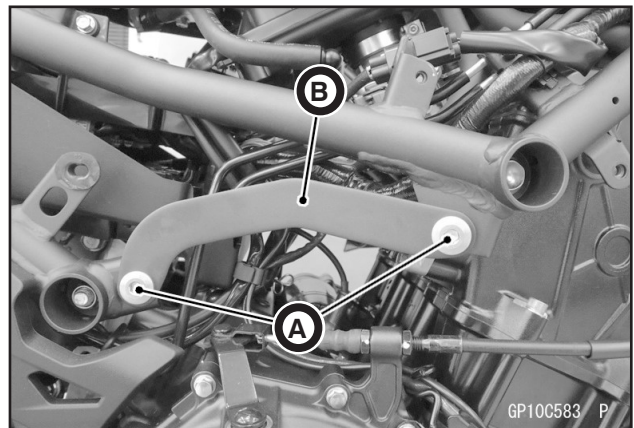
Repair Procedure

Refer to the appropriate service manual for detailed information related to parts removal and installation:

ER400D	99832-0015-02
EX400G/H	99832-0021-02

Preparation

- Remove the rear seat.
- Remove the front seat.
- Remove the right side cover.
- Remove the lower fairing (EX400 Only).
- Remove the lower inner fairing (EX400 Only).
- Remove the right middle fairing (EX400 Only).
- Remove and retain the frame bracket bolts [A].
- Remove and retain the right frame bracket [B].



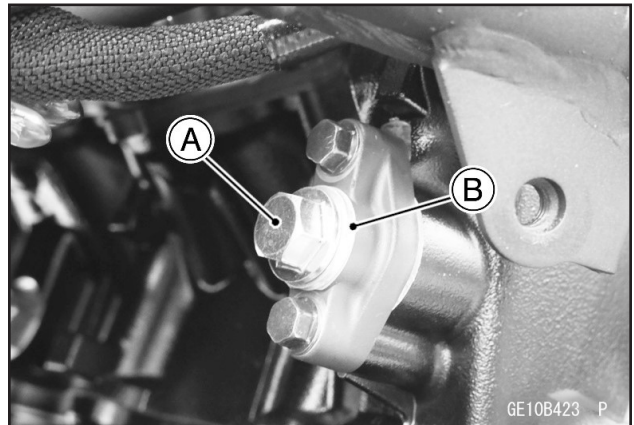
Repair Procedure (Continued)

NOTICE

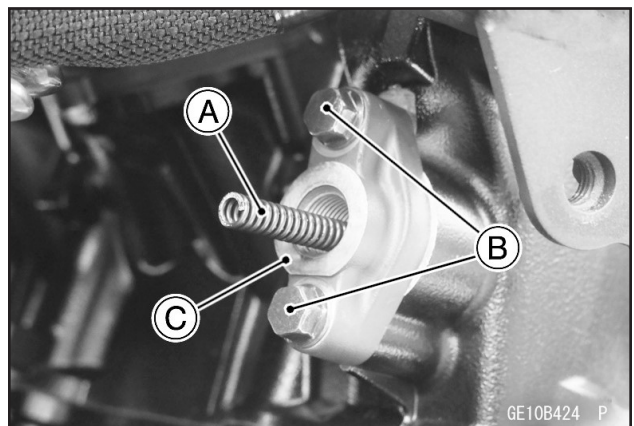
Do not turn over the crankshaft while the tensioner is removed. This could upset the camshaft chain timing, and damage the valves.

Camshaft Chain Tensioner Removal

- Remove and retain the camshaft chain tensioner cap bolt [A] and washer [B].

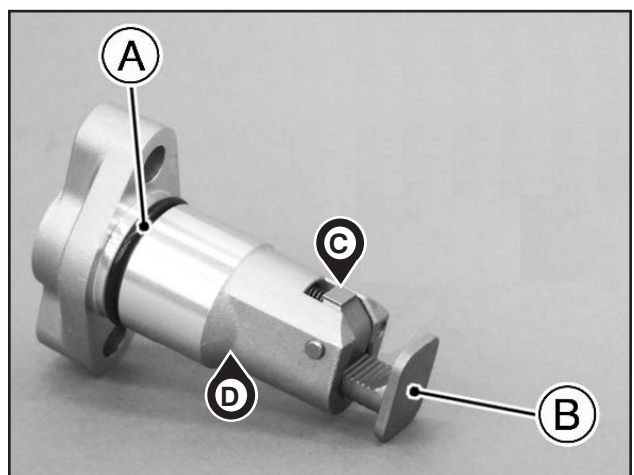


- Remove and retain the spring [A].
- Remove and retain the camshaft chain tensioner mounting bolts [B].
- Remove and discard the camshaft chain tensioner [C].



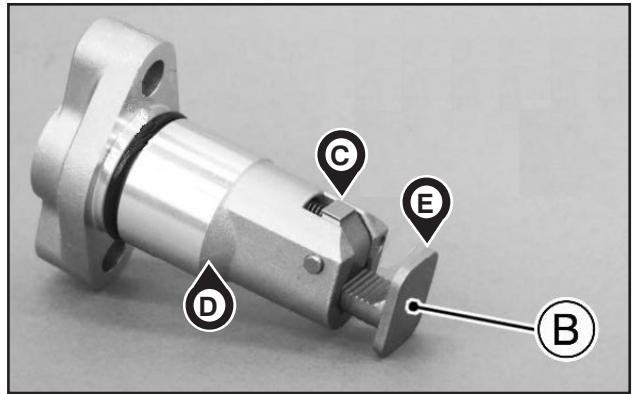
Camshaft Chain Tensioner Installation

- Install the new O-ring [A] from the repair kit on the new camshaft chain tensioner [B] from the repair kit.
- Apply grease to the O-ring.
- Release the stopper [C] and push the push rod [D] fully into the tensioner body [B].

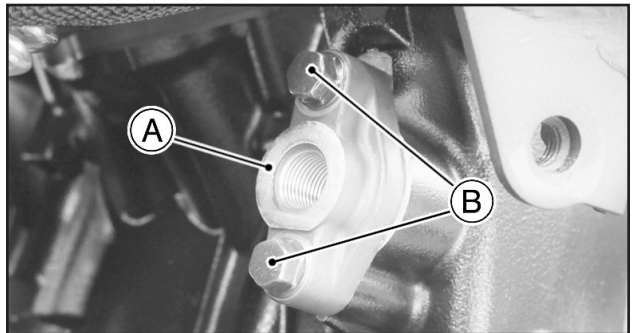


Repair Procedure (Continued)

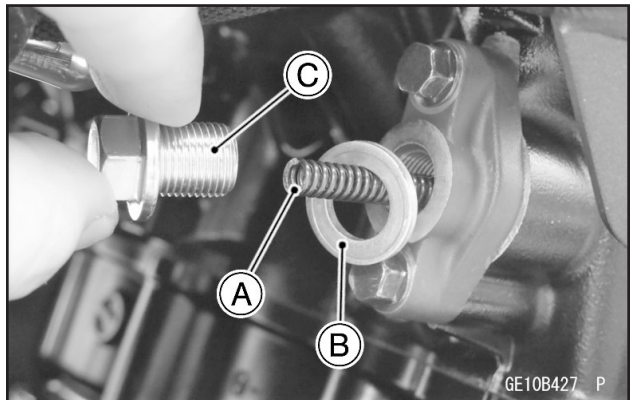
- Install the tensioner body [D] so that the longer edge [E] of the push rod [B] and the stopper [C] faces upward.



- Tighten the camshaft chain tensioner [A] mounting bolts [B] to 87 in·lb (1.0 kgf·m, 9.8 N·m).

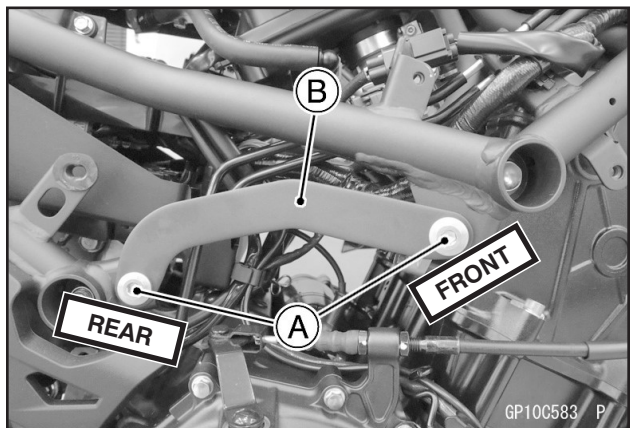


- Install spring [A], washer [B] and cap bolt [C].
- Tighten the camshaft chain tensioner cap bolt [C] to 15 ft·lb (2.0 kgf·m, 20 N·m).



Install Removed Parts

- Install the right frame bracket [B] and tighten front bolt [A] to 25 ft·lb (3.5 kgf·m, 34 N·m).
- Tighten the rear bolt [A] to 25 ft·lb (3.5 kgf·m, 34 N·m).
- Install the right middle fairing (EX400 Only).
- Install the lower inner fairing (EX400 Only).
- Install the lower fairing (EX400 Only).
- Install the right side cover.
- Install the front seat.
- Install the rear seat.



Repair Procedure (Continued)

Perform Operational Check

- Start the engine and listen for any abnormal noise from the cam chain and camshaft chain tensioner

NOTICE

If abnormal noise is present after installing the new tensioner, check the camshaft timing and replace any damaged parts. Call Kawasaki Dealer Care at 1-800-854-3800 for authorization.

Warranty Information

This is a safety Recall campaign. Repair is authorized regardless of ownership or warranty status.

Repairs **MUST BE PERFORMED IMMEDIATELY ON ALL ELIGIBLE UNITS** in the field and during initial assembly and preparation if the inspection reveals a damaged brake hose or sensor wire.

See the Warranty Policies and Procedures Manual (claim type 3 information) for detailed instructions when submitting the Warranty Claim.

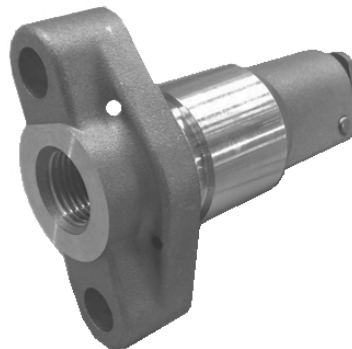
	ER400D	EX400G/H
Job Code	22537	22538
Flat Rate Time	0.2	0.5
Claim Type	3	3
Part Number	99999-0795	99999-0795
Description	Kit, Camshaft Chain Tensioner, MC20-13	Kit, Camshaft Chain Tensioner, MC20-13
Quantity	1	1

Repair Verification

- The white paint mark on the new camshaft chain tensioner as shown below will serve as repair verification.

NOTE:

- Repair verification is an essential part of the repair procedure. Along with the physical repair verification, check VIP (Vehicle Information Portal) in K-Dealer for other possible repair campaigns for eligible units.



2021 Z400 ABS, NINJA® 400 & NINJA® 400 ABS CAMSHAFT CHAIN TENSIONER REPLACEMENT

IMPORTANT SAFETY RECALL NHTSA RECALL NO. 20V-774

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 2021 Z400 ABS, NINJA 400 & NINJA 400 ABS models.

The reason for this notice:

On affected units, the strength of the camshaft chain tensioner is insufficient due to improper heat treatment. Continued use can result in camshaft chain tensioner damage, leading to noisy operation, and possibly, engine stalling, which could result in loss of control and increase 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 replace the camshaft chain tensioner on your motorcycle. All repairs will be performed free of charge. The actual repair will take up to 30 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 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's Customer Care Department 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 by clicking on "OWNER CENTER => OWNER 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: Consumer Services Department
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.