



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

1200 New Jersey Avenue SE
Washington, DC 20590

August 9, 2021

Ms. Alex Goeman
Kawasaki Motors Corp., U.S.A.
26972 Burbank
Foothill Ranch, CA 92610

NEF-107JK
21V-594

Subject: Bearing Failure May Cause Rear Wheel To Lock

Dear Ms. Goeman:

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/ZX1002A/2018
KAWASAKI/ZX1002B/2018
KAWASAKI/ZX1002D/2019-2021

Mfr's Report Date: July 30, 2021

NHTSA Campaign Number: 21V-594

Components:

SUSPENSION:REAR:MOTORCYCLE FORK/SWINGARM:BEARINGS

Potential Number of Units Affected: 857

Problem Description:

Kawasaki Motors Corp., U.S.A. (KMC) is recalling certain 2018 Ninja H2 SX, Ninja H2 SX SE, and 2019-2021 Ninja H2 SX SE+ motorcycles. An insufficient amount of grease in the rear hub needle-bearing may cause it to fail, which could result in the rear wheel locking up.

Consequence:

Rear wheel lock-up can increase the risk of a crash.

Remedy:

Dealers will replace the needle-bearing, free of charge. Owner notification letters are expected to be mailed August 18, 2021. Owners may contact KMC customer service at 1-866-802-9381. KMC's number for this recall is MC21-04.

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.nhtsa.gov.

Please ensure the following requirements are met:

An identification and description of the risk to motor vehicle safety reasonably related to the defect or noncompliance (49 CFR 573.6 (c)(5)). All filings should state an increased risk of either a crash, injury or fire.

AMENDED 573 REQUIRED.

Per the requirements of 49 USC 30119, please provide the part number, name and description of the component or components involved in this recall. This information should be provided in an amended 573 in the "Involved Components" section.

AMENDED 573 REQUIRED.

Your company's program shall include a plan for reimbursing an owner or purchaser who incurred costs to obtain a remedy for the problem addressed by the recall within a reasonable time in advance of your company's notification of owners, purchasers and dealers, in accordance with § 573.13. Your company's plan may incorporate by reference a general reimbursement plan it previously submitted to NHTSA, together with information specific to the individual recall. Information required by § 573.13 that is not in a general reimbursement plan shall be submitted in your company's report to NHTSA. If your company submits one or more general reimbursement plans, your company shall update each plan every two years (§ 573.13). If the vehicles are new and would be covered under the manufacturer's warranty program, please state that in the remedy section of your filing.

AMENDED 573 REQUIRED.

We have received KMC's proposed owner notification letter and it is currently under review. You will be notified of any changes or concerns once our review is complete.

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.

Kawasaki Motors Corp., U.S.A.'s contact for this recall will be Jennifer Kruger who may be reached by email at jennifer.kruger@dot.gov. We look forward to working with you.

Sincerely,

A handwritten signature in black ink that reads "Alex Ansley". The signature is written in a cursive style with a checkmark at the end.

Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement