

Part 573 Safety Recall Report

21V-594

Manufacturer Name : Kawasaki Motors Corp., U.S.A.**Submission Date :** SEP 15, 2021**NHTSA Recall No. :** 21V-594**Manufacturer Recall No. :** MC21-04**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 : 857

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2018-2021 Kawasaki Heavy Industries ZX1002A/B/D

Vehicle Type : MOTORCYCLES

Body Style : OTHER

Power Train : GAS

Descriptive Information : The affected vehicles are certain 2018-2021 ZX1002A/B/D models. The recall population was determined by the beginning and ending production date for the models affected. ZX1002A (Kawasaki/Ninja H2™ SX/2018): 158 units. ZX1002B (Kawasaki/Ninja H2 SX SE/2018): 384 units. ZX1002D (Kawasaki/Ninja H2 SX SE + /2019-2021): 315 units.

Production Dates : NOV 27, 2017 - AUG 24, 2020VIN Range 1 : Begin : JKBZXVA13JA000096 End : JKBZXVA12JA002566 Not sequentialVIN Range 2 : Begin : JKBZXVB10JA000006 End : JKBZXVB10JA000605 Not sequentialVIN Range 3 : Begin : JKBZXVD1XKA000027 End : JKBZXVD18MA005021 Not sequential**Description of Defect :**

Description of the Defect : On eligible units, the amount of grease applied to the needle-bearings in the rear hub housing may be insufficient due to variations in the application process. With continuous use, this could lead to bearing failure, in the worst case causing the rear wheel to lock.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Bearing failure, in the worst case causing the rear wheel to lock, increasing the risk of a crash.

Description of the Cause : Variations in the application of grease to the needle-bearings in the rear hub housing.

Identification of Any Warning NR
that can Occur :

Involved Components :

Component Name 1 : BEARING-NEEDLE, 50X62X25

Component Description : Rear axle bearing

Component Part Number : 92046-0617

Supplier Identification :**Component Manufacturer**

Name : NR

Address : NR

NR

Country : NR

Chronology :

Jan. 2020 : Kawasaki Heavy Industries, Ltd (KHI) received a report from its Japanese distributor (KMJ) of noise coming from the rear of the vehicle.

- Feb. 2020 : KHI tried to duplicate the issue in testing but could not.
- Feb. 2020 – Feb. 2021 : No further incidents were reported.
- Mar. 2021 : KHI received a report of a locked rear wheel from KMJ, inspected the failed components, and resumed its investigation of the issue.
- May. 2021 : KHI received an additional report from KMJ of rear wheel lock-up at a low speed. (KHI has not received any reports of bearing failure in the US)_
- Jun, 2021 : The bearing supplier's investigation concluded that bearing damage on the damaged units was caused by insufficient lubrication.
- Jul, 2021 : KHI decided the amount of grease applied to the needle-bearing in the rear hub housing may be insufficient due to variations in the application process and that this could lead to bearing failure.
- Jul 26, 2021 : KHI decided to initiate a recall campaign.

Description of Remedy :

Description of Remedy Program : All eligible units require replacement of the needle-bearing and application of sufficient grease. If any components are damaged, replace them. The plan of reimbursement has been described on the owner's letter 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 : Add a blue mark on the rear-frame.

Identify How/When Recall Condition was Corrected in Production : A grease application machine was installed on September 7, 2020 to increase productivity, replacing manual application of grease. In addition to increasing manufacturing productivity, this machine ensures that a uniform and sufficient amount of grease will be applied to each unit.

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 an 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 : AUG 20, 2021 - AUG 20, 2021

Planned Owner Notification Date : AUG 23, 2021 - AUG 23, 2021

* NR - Not Reported