

TITLE: 2018~2021 NINJA H2™ SX, NINJA H2™ SX SE & NINJA H2™ SX SE+ REAR WHEEL HUB BEARING REPLACEMENT

RECALL

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

Eligibility

Eligible Units

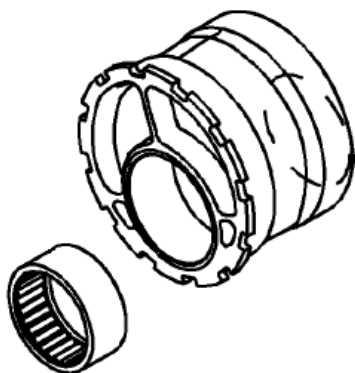
Year	Model	Model Codes
2018	NINJA H2 SX NINJA H2 SX SE	ZX1002AJF, ZX1002AJFL ZX1002BJF, ZX1002BJFL
2019	NINJA H2 SX SE+	ZX1002DKF, ZX1002DKFL
2020	NINJA H2 SX SE+	ZX1002DLF, ZX1002DLFL
2021	NINJA H2 SX SE+	ZX1002DMFNL

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 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, and potentially cause the rear wheel to lock, increasing 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 wheel bearing and seal on sold units and lubricating the wheel bearing on unsold units.

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 12 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.

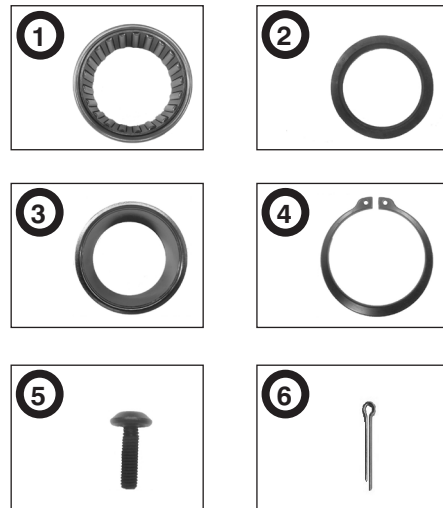
Parts Information

Repair Kit Part Number:

Install repair parts on all eligible vehicles.

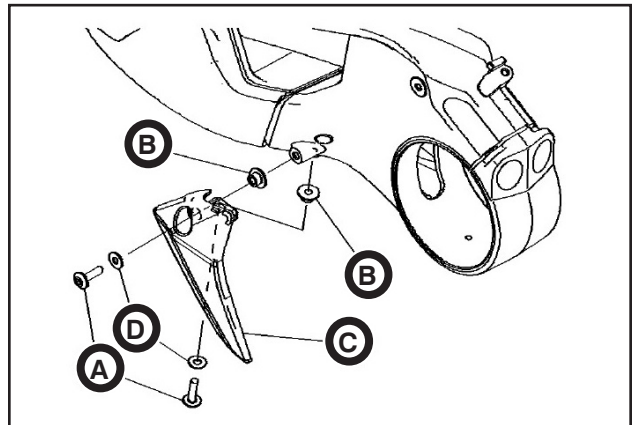
Order parts to complete this campaign through K-Dealer as outlined in Service Bulletin SP15-03.

KIT, REAR WHEEL NEEDLE BEARING, MC21-04, P/N 99999-0819		
Ref	Contents	Qty
1	BEARING-NEEDLE	1
2	SEAL-OIL	2
3	GASKET	1
4	RING-SNAP	1
5	BOLT	2
6	PIN-COTTER	1



Repair Procedure

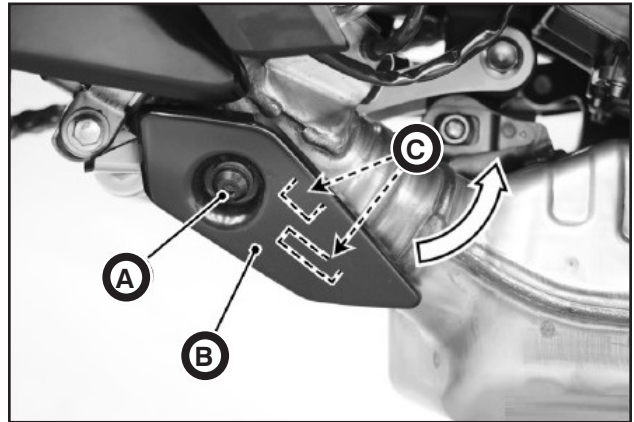
- Remove and discard the rear sprocket guard bolts [A].
- Retain the collars [B], guard [C] and washers [D].



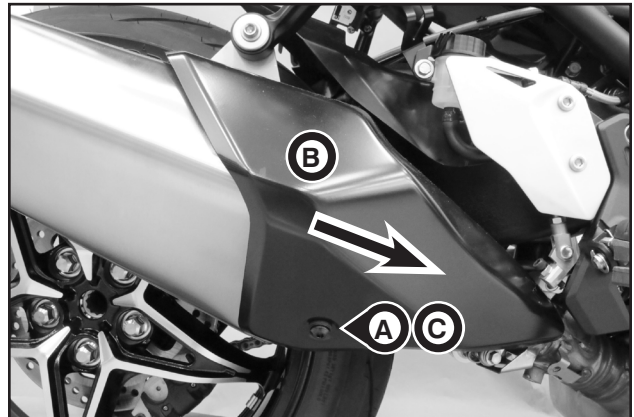
Repair Procedure (continued)

ZX1002A Models Only

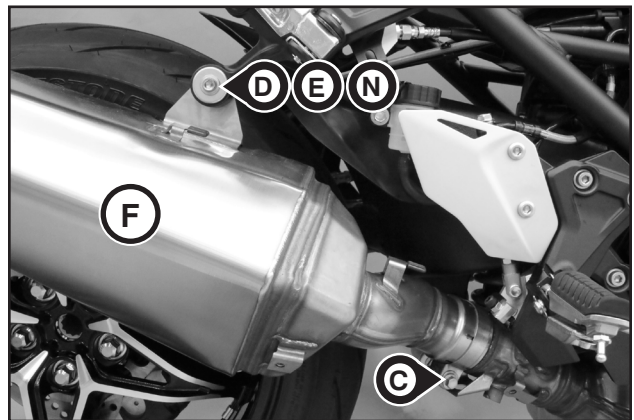
- Remove and retain the exhaust pipe cover bolt [A].
- Rotate the exhaust pipe cover counter-clockwise to clear the hooks [C] then remove and retain the exhaust pipe cover [B].



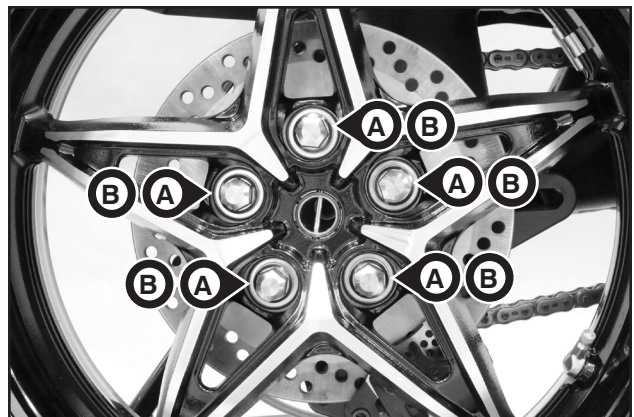
- Remove and retain the bolt [A] and collar [C].
- Remove and retain the muffler body cover [B] by sliding it forward.



- Loosen the muffler body clamp bolt [C].
- Remove and retain the muffler body mounting bolt [D], collar [E] and nut [N].
- Remove and retain the muffler body [F] by sliding it backwards.

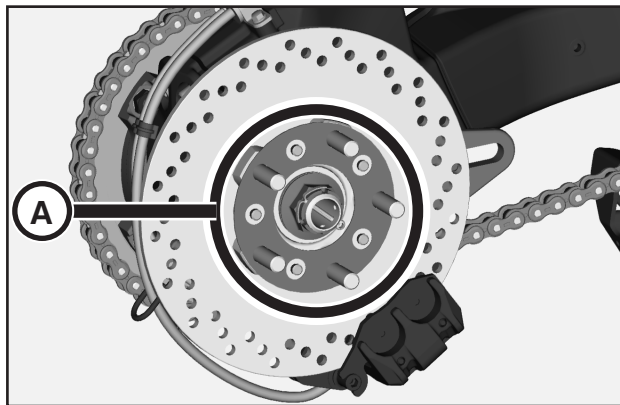


- Loosen the rear wheel nuts [A].
- Support the swingarm using a suitable stand.
- Remove and retain the rear wheel nuts [A] and washers [B].
- Remove and retain the rear wheel.

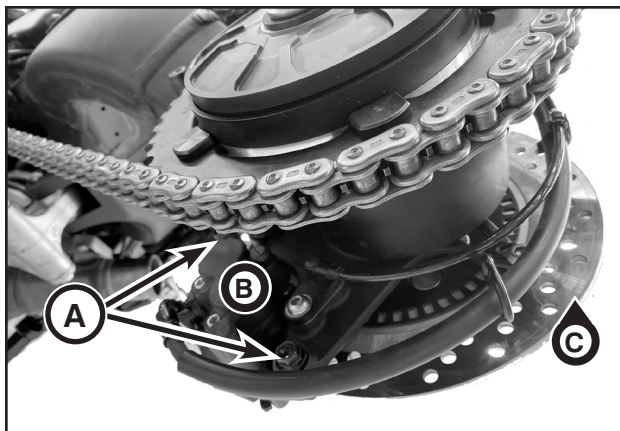


Repair Procedure (continued)

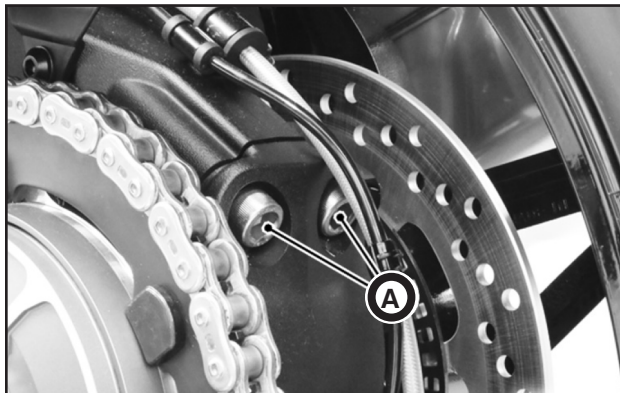
- Remove and retain plate [A].



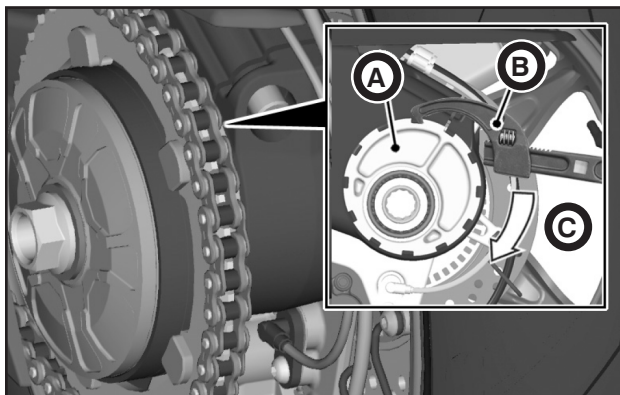
- Remove and retain caliper mounting bolts [A].
- Detach the caliper [B] from the brake rotor [C].



- Loosen the bearing housing clamp bolts [A] gradually, alternating between each bolt.

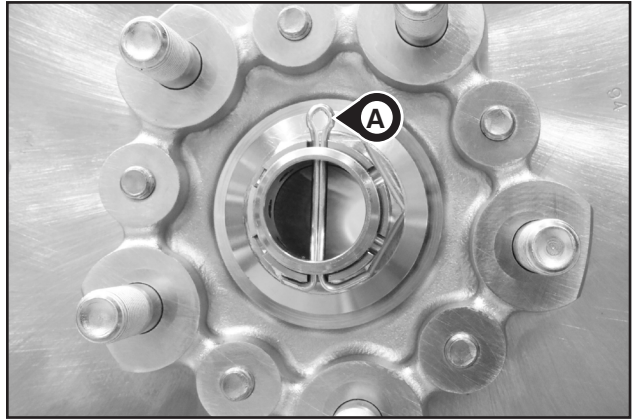


- Turn the chain adjuster [A] clockwise [C] using adjustable hook wrench 57001-1863 [B] (or equivalent) to slacken the drive chain.

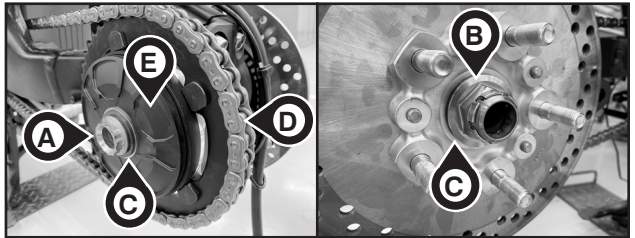


Repair Procedure (continued)

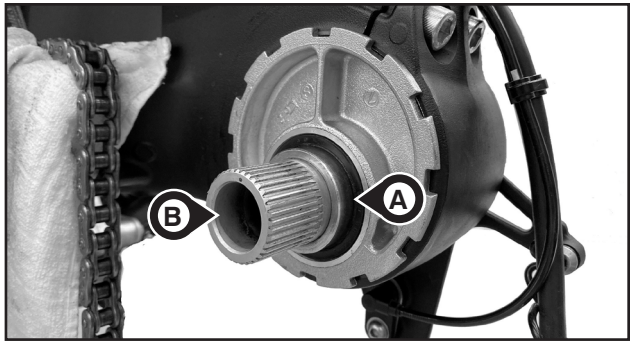
- Remove and discard the cotter pin [A].



- While holding the inner rear axle [A], remove the rear axle nut [B].
- Remove and retain collars [C].
- Disengage the drive chain [D].
- Remove and retain the coupling [E].



- Remove and retain sleeve [A].
- Remove and retain outer rear axle [B].

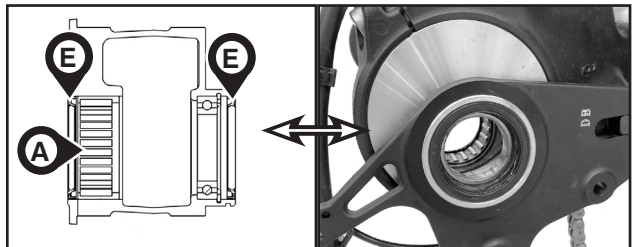


IMPORTANT NOTE:

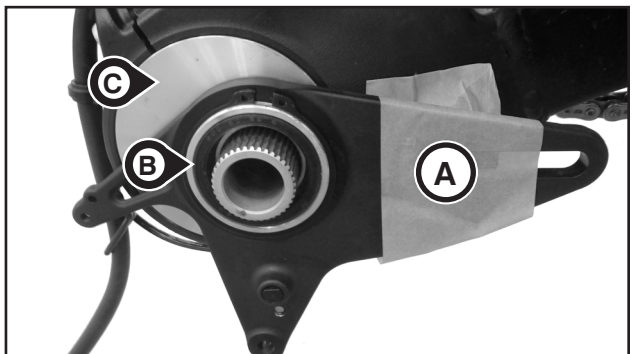
- o Do not replace the needle bearing and seals on unsold units.

★ If the unit is **UNSOLD**, grease the needle bearing [A] and grease seals [E] with 4~6.4 g (4.4ml~7.1ml) (approximately one rounded teaspoon) of high temperature grease. Start the reassembly process beginning at the bottom of page 6 of this bulletin.

★ If the unit is **SOLD** or has been **RIDDEN**, proceed to the next step below.

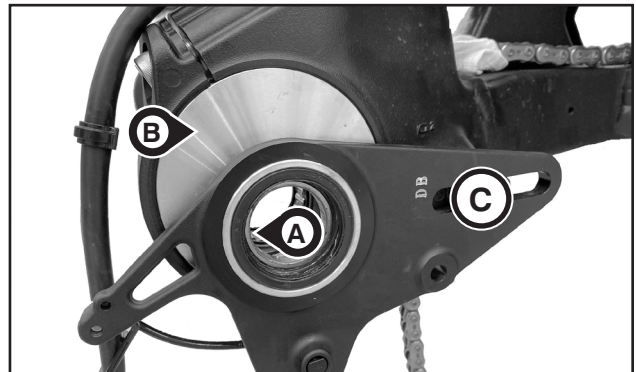
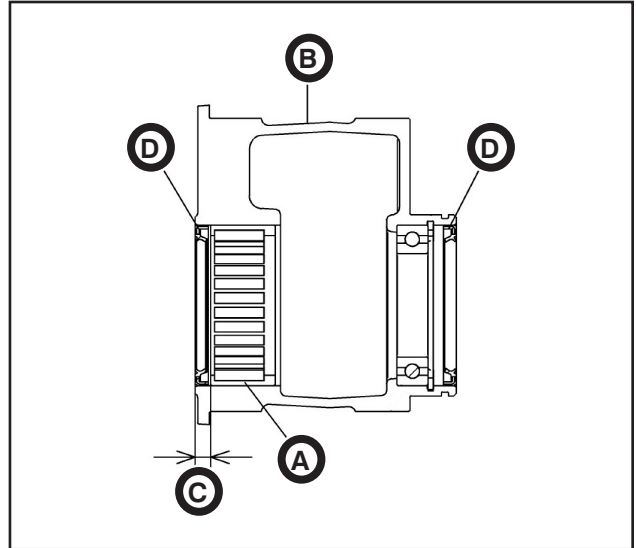
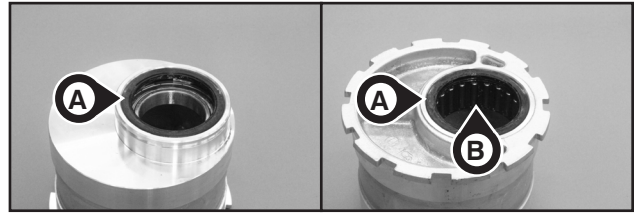


- Secure the rear caliper holder [A] in place with a piece of tape in the area shown.
- Remove and discard circlip [B].
- Remove and retain bearing housing [C].



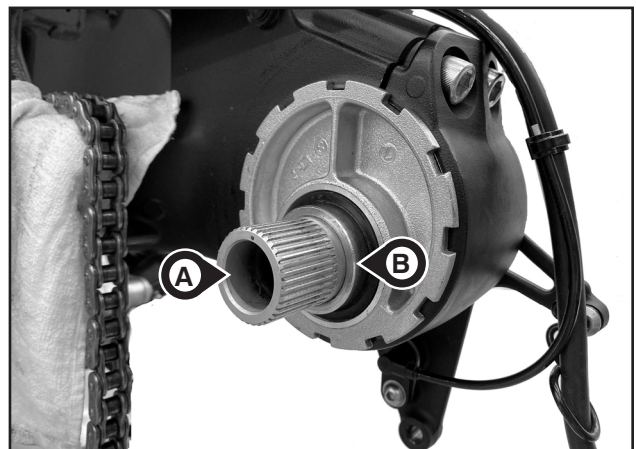
Repair Procedure (continued)

- Using a suitable tool, remove and discard grease seals [A].
- Using a suitable tool, remove and discard needle bearing [B].
- Grease the needle bearing [A] and grease seals [D] with 4 ~ 6.4 g (4.4ml~7.1ml) (approximately one rounded teaspoon) of high temperature grease.
- Press the needle bearing [A] into the bearing housing [B] until it is 0.24 ± 0.02 in. (6.0 ± 0.4 mm) [C] below the surface of the bearing housing.
- Install the grease seals [D] so that the surface of the seal is flush with the surface of the bearing housing [B].
- Apply a light coating of high temperature grease to the grease seal lips.
- Replace circlip [A] with the new one from the repair kit.
- Install the bearing housing [B].
- Remove tape from the rear caliper holder [C].



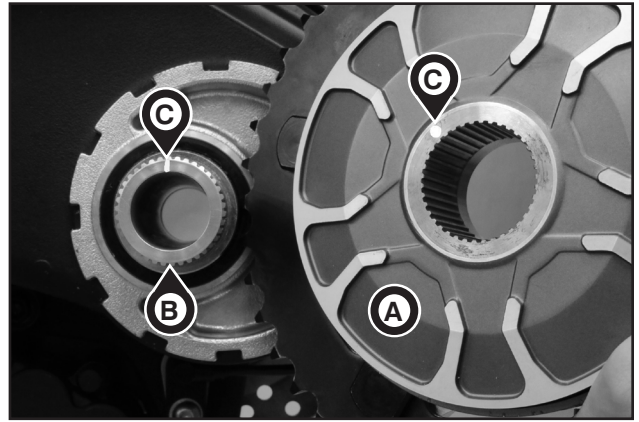
Reassembly Procedure

- Install outer rear axle [A].
- Apply a light coat of high temperature grease to the outer circumference of the sleeve [B] and install the sleeve.

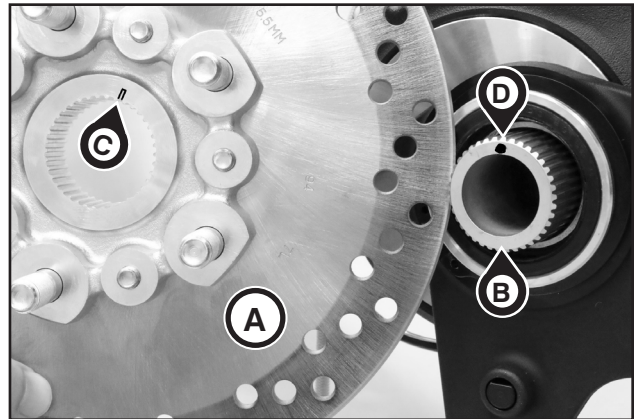


Reassembly Procedure (continued)

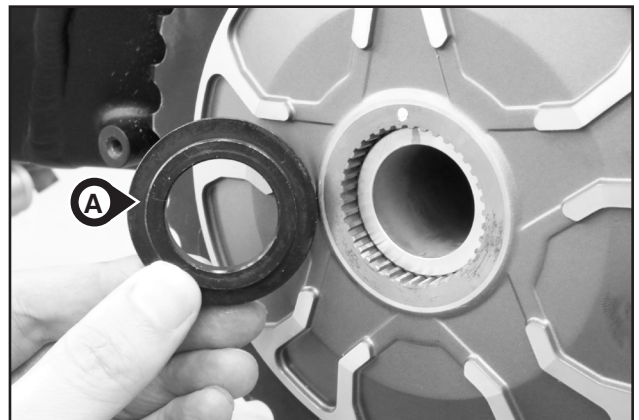
- Engage the drive chain and install the coupling [A] to the outer rear axle [B].
- Align the paint marks [C].



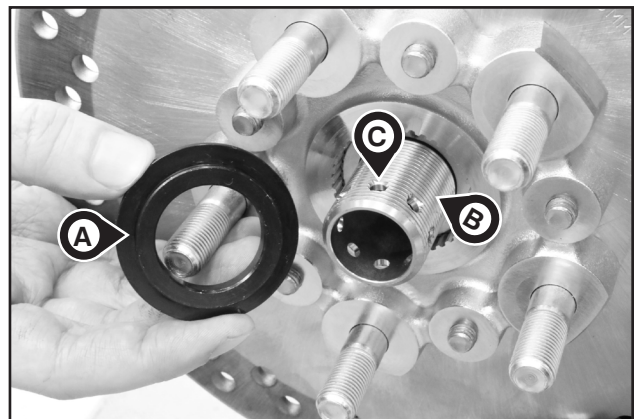
- Install the rear brake disc assembly [A] to the outer rear axle [B].
- Align the line [C] and the paint mark [D].



- Install collar [A] with the stepped side facing inward.



- Install collar [A] with the stepped side facing inward.
- Insert the inner rear axle [B] from the coupling side so that one of the holes in the axle is facing upward [C].

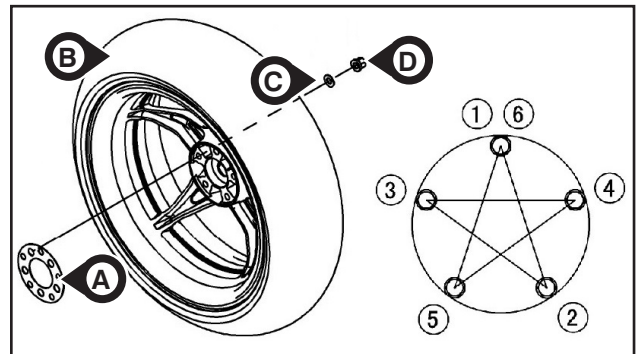
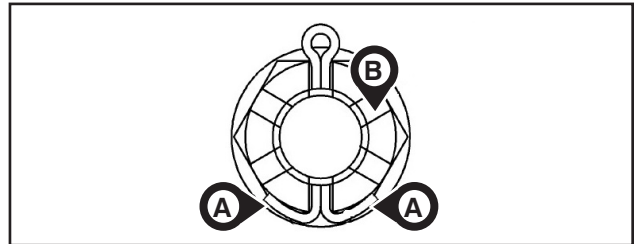
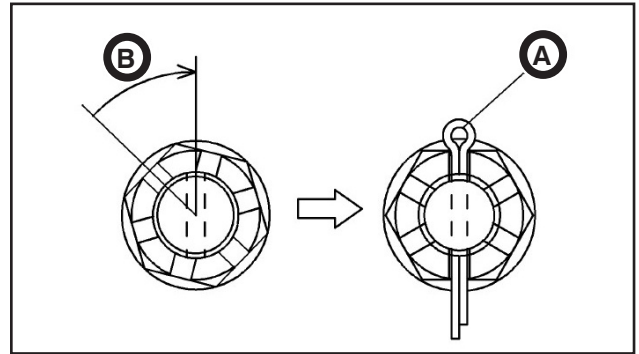


Reassembly Procedure (continued)

! WARNING

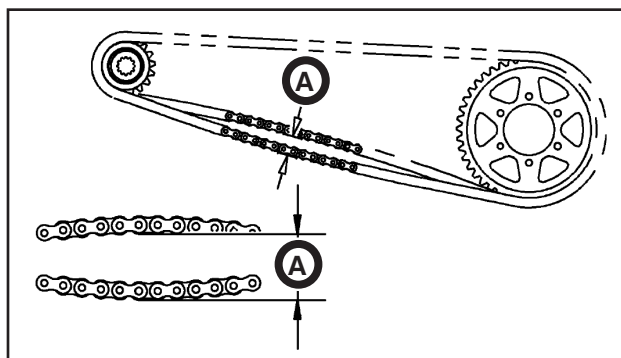
A loose axle nut can lead to an accident resulting in serious injury or death. Tighten the axle nut to the proper torque and install a new cotter pin.

- While holding the inner rear axle, tighten the rear axle nut [A] to 148 ft·lb (20.4 kgf·m, 200 N·m).
- Insert a new cotter pin [A] downward through the upper side of the inner axle at the 12 o'clock position.
 - ★ If the slot in the nut does not line up with the hole in the 12 o'clock position, tighten the nut no more than 60 degrees [B] until the next slot aligns, then loosen the nut and tighten again to 148 ft·lb (20.4 kgf·m, 200 N·m) and insert the cotter pin in the 12 o'clock position.
- Bend the cotter pin [A] along the nut [B].
- Install plate [A].
- Install rear wheel [B].
- Install washers [C] (qty=5).
- Install rear wheel nuts [D] (qty=5).
- Tighten the rear wheel nuts [D] snugly following the tightening sequence shown [1 ~ 6].
- Tighten the rear wheel nuts to the final torque of 81.1 ft·lb (11.2 kgf·m, 110 N·m) using the same sequence [1 ~ 6].
- Install the caliper making sure to avoid sharp bending, kinking, flattening or twisting of the hose and cable.
- Tighten the rear rear caliper mounting bolts [B] to 26 ft·lb (3.6 kgf·m, 35 N·m).
- Check the brake for good braking power, no brake drag, and no fluid leakage.



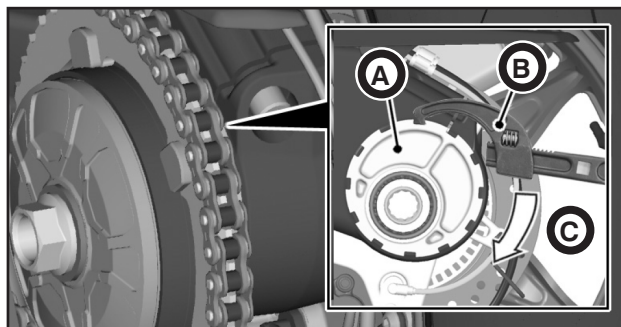
Reassembly Procedure (continued)

- Rotate the rear wheel to find the position where the chain is tightest.
- Measure the vertical movement (chain slack) [A] midway between the sprockets.
- Standard chain slack:
25 ~ 35 mm (1.0 ~ 1.4 in.) [A]

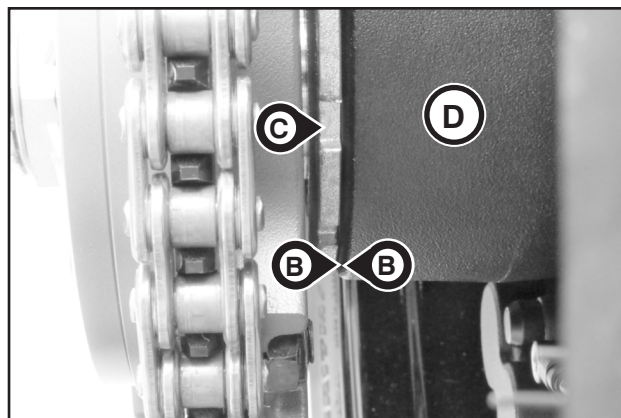


- Turn the chain adjuster [A] until the drive chain has correct amount of slack with adjustable hook wrench 57001-1863 [B] (or equivalent).

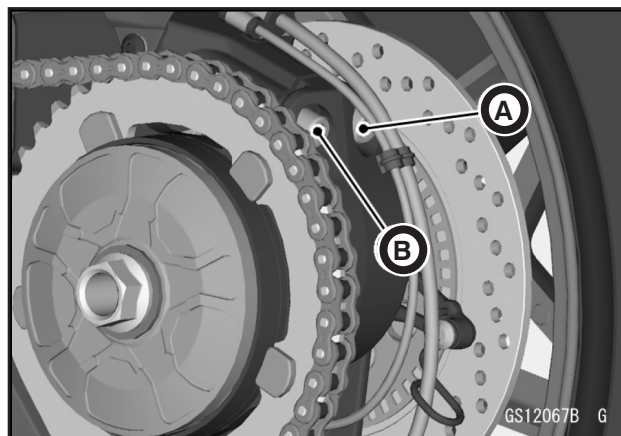
- ★ If the chain is too loose, turn the chain adjuster counter clockwise.
- ★ If the too tight, turn the chain adjuster clockwise [C].



- Push the coupling into the swingarm until it bottoms out.
- Confirm that there is no gap [B] between the chain adjuster [C] and the swingarm [D].



- Gradually tighten the bearing housing clamp bolts [A] [B] alternately (A-B-A-B-A-B-A) to the final torque of 24 ft·lb (3.4 kgf·m, 33 N·m).



WARNING

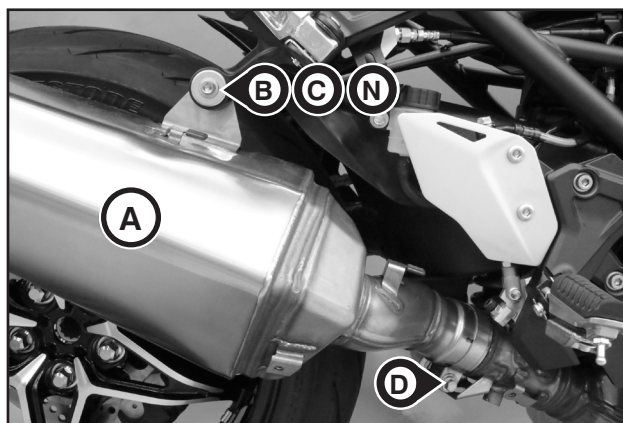
After servicing, it takes several applications of the brake pedal before the brake pads contact the disc, which could result in increased stopping distance and cause an accident resulting in injury or death. Do not attempt to ride the motorcycle until a firm brake pedal is obtained by pumping the pedal until the pads are against the disc.

Reassembly Procedure (continued)

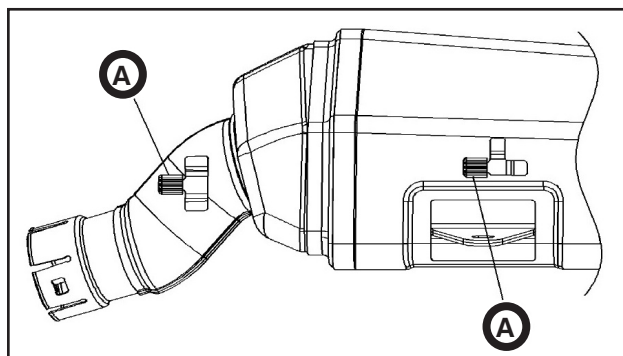
- Replace the muffler body gasket with a new one from the repair kit.
- Install the muffler body gasket into the exhaust pipe until it is bottomed so that the chamfer side faces out towards the exhaust pipe.
- Install the muffler body clamp [A] as shown making sure that projection [B] is positioned in slot [C].



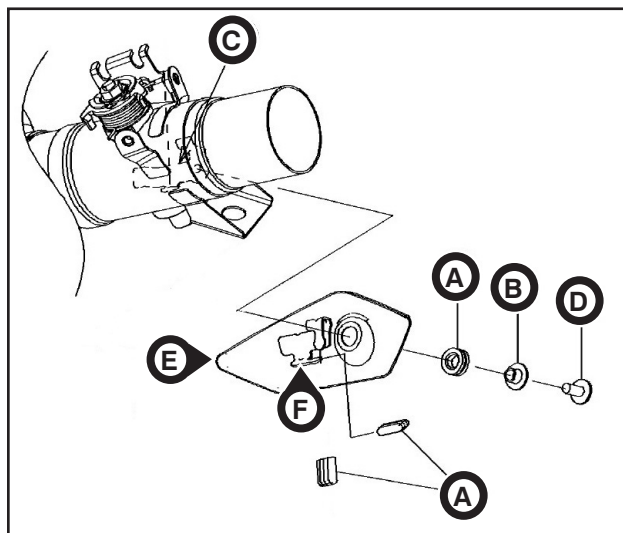
- Install the muffler body [A].
- Install the muffler body mounting bolt [B], collar [C] and nut [N].
- Tighten the muffler body mounting bolt and nut to 18ft·lb (2.5 kgf·m, 25 N·m).
- Tighten the muffler body clamp bolt [D] to 13ft·lb (1.7 kgf·m, 17 N·m).



- Install the dampers [A] as shown.

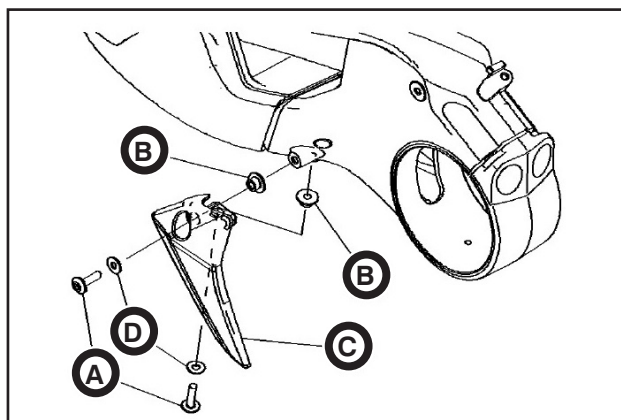


- Install dampers [A] and collar [B] in the muffler body cover [E].
- Fit slot [C] of the exhaust pipe onto tab [F] of the muffler body cover [E].
- Install bolt [D] and tighten.



Reassembly Procedure (continued)

- Replace the bolts [A] with new ones from the repair kit.
- Install collars [B] (the flange side faces the swingarm) and the rear sprocket guard [C].



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.

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

	Grease Bearing	Replace Bearing
Job Code	22556	22557
Flat Rate Time	1.1 hrs	1.1 hrs
Claim Type	3	3
Part Number	99999-0819	99999-0819
Description	KIT, Rear Wheel Needle Bearing, MC21-04	KIT, Rear Wheel Needle Bearing, MC21-04
Quantity	1	1

Repair Verification

- Make a blue paint mark [A] on the frame as shown to serve as repair verification. Install the rear seat when finished.

NOTE:

- o *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.*



2018~2021 NINJA H2™ SX, NINJA H2™ SX SE & NINJA H2™ SX SE+ REAR WHEEL BEARING REPLACEMENT

IMPORTANT SAFETY RECALL NHTSA RECALL NO. 21V-594

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 2018 ~ 2021 NINJA H2 SX, NINJA H2 SX SE and NINJA H2 SX SE+ models.

The reason for this notice:

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, and potentially cause the rear wheel to lock, increasing 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 rear wheel hub bearing on your motorcycle free of charge. The actual repair will take up to 1.1 hours 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.

If you need help:

If you have questions or concerns that your dealer is not able to resolve, please contact Kawasaki Customer Care 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 => KAWASAKI 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: Customer Care
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.