

Part 573 Safety Recall Report

21V-819

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

Submission Date : OCT 18, 2021

NHTSA Recall No. : 21V-819

Manufacturer Recall No. : MC21-07



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 : 574

Estimated percentage with defect : 5 %

Vehicle Information :

Vehicle 1 : 2020-2021 Kawasaki Motors, Ltd. EJ800C/D

Vehicle Type : MOTORCYCLES

Body Style : OTHER

Power Train : GAS

Descriptive Information : The affected vehicles containing the problem are certain 2020 EJ800C, 2020-2021 EJ800D models. The recall population was determined by the beginning and ending production date for the models affected: EJ800C (Kawasaki/W800 CAFE/2020): 97 Units.

EJ800D (Kawasaki/W800/2020) + EJ800D (Kawasaki/W800/2021): 477 Units

Production Dates : JUN 03, 2019 - FEB 15, 2021

VIN Range 1 : Begin : JKBEJCC1XLA003002 **End :** JKBEJCC1XLA003193

☒ Not sequential

VIN Range 2 : Begin : JKBEJCD15LA000006 **End :** JKBEJCD16MA002266

☐ Not sequential

Description of Defect :

Description of the Defect : On eligible units, the exhaust pipe might be affixed incompletely due to improper muffler installation. This could lead to loosening of the nuts fixing the exhaust pipe, and in the worst case, the nuts and the collars for affixing the exhaust pipe may fall off.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Loss of the collars and nuts fixing the exhaust pipe to the engine during operation, causing a road hazard.

Description of the Cause : Error during installation of the muffler.

Identification of Any Warning that can Occur : An abnormal noise will be generated around the exhaust pipe.

Involved Components :

Component Name 1 : NR

Component Description : NR

Component Part Number : NR

Supplier Identification :**Component Manufacturer**

Name : NR

Address : NR

NR

Country : NR

Chronology :

-April 2020: Kawasaki Heavy Industries, Ltd (KHI) received a report from Japanese distributor (KMJ) that “The exhaust pipe nut was not tightened properly”, and “The exhaust pipe nut and the exhaust pipe collar had fallen off and the exhaust pipe holder had come out”. KHI Quality Assurance Division distributed the information to KHI Manufacturing Division and started the investigation of the cause.

- May 2020: There was no abnormality found in the manufacturing process.
- September 2020: After checking the tightening torque data of the exhaust pipe nut when the vehicle was assembled, it was confirmed that all the defective vehicles were tightened with the proper tightening torque value.
- October 2020: Simulation tests were conducted on an engine test bench with the nut tightened below the lower tightening torque limit, but looseness of the exhaust pipe nut did not occur and the cause could not be identified.
- November 2020: The dimensions of the failed parts were measured, but all results were within specifications.
- February 2021: The influence of the tightening torque was tested with variation of the height of the exhaust pipe collar, and the collar fitted position in the exhaust pipe holder, but no abnormality was found with the tightened torque value.
- June 2021: Other simulation tests were done with abnormal tightening conditions, such as changing the tightening procedure of the exhaust pipe, and tightening the exhaust pipe nuts with uneven tightening torque, but no abnormality was found with the tightened torque.
- September 2021: It was found that the tightened torque value of the exhaust pipe nuts were decreased drastically, when the exhaust pipe nuts were tightened without the temporary tightening of the muffler body bolts. (The temporary tightening of the muffler body bolts was necessary before the tightening of the exhaust pipe nuts with specified torque.)
- October 11, 2021 : KHI decided to initiate a recall campaign.

Description of Remedy :

Description of Remedy Program : All eligible units require replacement of the gaskets and the collars, and install the muffler with the proper procedure. 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 white mark on the rear-frame.

Identify How/When Recall Condition was Corrected in Production : Since August, 2021, the proper installation procedure has been applied to the assembly line with new 22MY models.

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 : NOV 02, 2021 - NOV 02, 2021

Planned Owner Notification Date : NOV 03, 2021 - NOV 03, 2021

* NR - Not Reported