

# Part 573 Safety Recall Report

## 22V-122

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

**Submission Date :** MAR 25, 2022

**NHTSA Recall No. :** 22V-122

**Manufacturer Recall No. :** MC22-03



### 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 : 1,660

Estimated percentage with defect : 1 %

### Vehicle Information :

Vehicle 1 : 2019-2022 Kawasaki Motors, Ltd. EJ800C/D

Vehicle Type : MOTORCYCLES

Body Style : OTHER

Power Train : GAS

**Descriptive Information :** The affected vehicles containing the problem are certain 2019-2020 EJ800C, 2020-2022 EJ800D models. The recall population was determined by the beginning and ending production date for the models affected: EJ800C (Kawasaki/2019-2020): 780 Units. EJ800D (Kawasaki/2020-2022) : 880 Units

**Production Dates :** JAN 28, 2019 - FEB 15, 2022

VIN Range 1 : Begin : JKBEJCC19KA000011 End : JKBEJCC1XLA003193

☐ Not sequential

VIN Range 2 : Begin : JKBEJCD15LA000006 End : JKBEJCD11NA004492

☐ Not sequential

### Description of Defect :

**Description of the Defect :** The harness holding the vehicle's horn in place may break due to engine vibration generated by the engine at certain rpm ranges. This could lead to horn malfunction.

FMVSS 1 : NR

FMVSS 2 : NR

**Description of the Safety Risk :** The horn does not sound when pressed. This can increase the risk of a crash.

**Description of the Cause :** Insufficient durability of the horn harness.

**Identification of Any Warning that can Occur :** None

### 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 :

- March 2020: Kawasaki Heavy Industries, Ltd (KHI) received a report from a Japanese distributor (KMJ) that the horn harness was broken and the horn was not working. KHI Quality Assurance Division started investigating.
- June 2020: KHI found that the horn harness was broken by fatigue failure, not impact fracture. KHI tried to duplicate the failure, but could not.
- June 2020 - December 2020: KHI continued to monitor the field and took note of 6 incidents of horn malfunction in the Japanese market. No incidents were noted in the US market.
- January 2021: KHI tried to determine what frequency of vibration was occurring during operation of the vehicle, and whether that frequency of vibration was high compared to other models, thus weakening the harness more quickly than other models of vehicles. KHI did not find that the frequency of vibration was higher than in other models, and therefore could not determine why or how the harness was failing prematurely.
- March 2021 – July 2021: KHI continued to monitor the field and took note of 9 incidents of horn malfunction in the Japanese market. No incidents were noted in the US market.
- July 2021: By modulating both the frequency and amplitude of the engine vibration, KHI was able to replicate the premature failure of the harness, but the failure conditions were thought to be very rare in the field.
- December 2021: Regardless of the rarity of the observed failure conditions in the field, in an abundance of caution KHI developed a rubber damper to reduce the vibration which was weakening the horn harness.
- February 25, 2022 : KHI decided to initiate a recall campaign to address this issue.

**Description of Remedy :**

Description of Remedy Program : All eligible units require replacement of the horn, the horn mount bracket and the horn harness. 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 : The difference can be identified by color of the horn mount bracket and shape of the bracket.

Identify How/When Recall Condition was Corrected in Production : Since February, 2022, the changed parts have been applied to the assembly line.

**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 : MAR 31, 2022 - MAR 31, 2022

Planned Owner Notification Date : APR 04, 2022 - APR 04, 2022

\* NR - Not Reported