

**IMPORTANT SAFETY RECALL
NHTSA RECALL NO. 22V-912**

**2015~2023 Z H2, Z H2 SE, NINJA H2™, NINJA H2™SX,
NINJA H2™CARBON, NINJA H2™SX SE & NINJA H2™SX SE+
CAMSHAFT CHAIN TENSIONER REPLACEMENT**

THIS NOTICE APPLIES TO YOUR VEHICLE

VIN:JKBXXXXXXXXXXXXXXXXX

OWNER NAME
ADDRESS
CITY, STATE, ZIP

MODEL CODE MC22-08
ENGINE: XXXXXXXXXXXXXXXX
FRAME: XXXXXX
DATE: DEC 2022

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 2015~2022 NINJA H2, 2017~2022 NINJA H2 CARBON, 2018 NINJA H2 SX, 2018 & 2022 NINJA H2 SX SE, 2019~2021 NINJA H2 SX SE+, 2020~2023 Z H2 and 2021~2023 Z H2 SE model vehicles.

The reason for this notice:

The plunger in the camshaft chain tensioner can lock up during usage due to deterioration of internal parts, which can result in an engine stall while riding. An engine stall while riding can increase the risk of a crash or injury. 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 camshaft chain tensioner free of charge. The actual repair will take up to 15 minutes 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 repaired. 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 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 VIN 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.