SERVICE

TITLE: 2022 NINJA H2™ SX SE METER REPROGRAMMING

RECALL

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

Eligibility

Eligible Units

Year	Model Name	Model Code
2022	NINJA H2™ SX SE	ZX1002RNFNL

Verify individual vehicle 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

An improper control program in the vehicle speed display may cause the speed display to fail unexpectedly during use. Operating a motorcycle without a functioning speed display can increase the risk of a crash or injury.

Kawasaki Action

Initiate Campaign:
Kawasaki has initiated a Recall campaign to repair all eligible units. The repair consists of reprogramming the multi-function meter using KVCS.

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 17 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.*

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Kawasaki
Let the good times roll®

Dealer Action (continued)

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:

Kit **99999-0872** can only be ordered for eligible units. An eligible VIN will be required when ordering.

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

Parts Availability:

To ensure parts availability across the dealer network, Kawasaki initially requests that parts are ordered based on immediate demand:

• For retailed units, order parts as customers schedule repairs or for repairs expected to take place within the next two weeks.

• For unsold units, use VIP in K-Dealer to identify the number of affected units in your dealership inventory. Order repair parts only for units that will be repaired for retail sale within the next two weeks.

NOTE:

o *Use VIP in K-Dealer to identify affected units in your dealership inventory to order repair kits for unsold units.*

Kit, Meter Reprogramming, MC22-09 P/N 99999-0872		
Ref.#	Contents	Qty
1	Data Link Cable	1
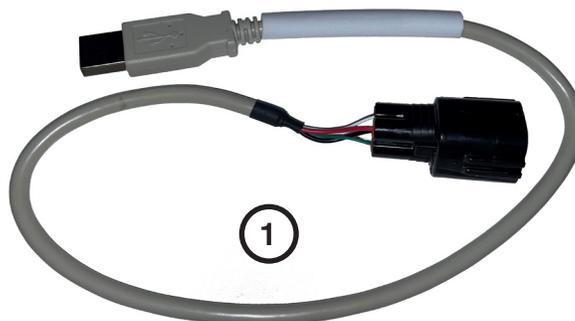
NOTE:

o *Please use the same cable for subsequent repairs instead of ordering a new repair kit.*

Reprogramming Equpment Required

This repair requires the following special tools and equipment.

- Computer or Laptop [A] with the following:
  - -Current version of KVCS software (1.0.6.7 or higher)
  - -2 available USB A ports
  - -Internet connection
  - -Microsoft Edge browser

- KVCI Device [B]

- USB Cable, 57001-1844 [C]

- Adapter Cable, 57001-1843 [D]

- Adapter Cable, 57001-1880 [E]
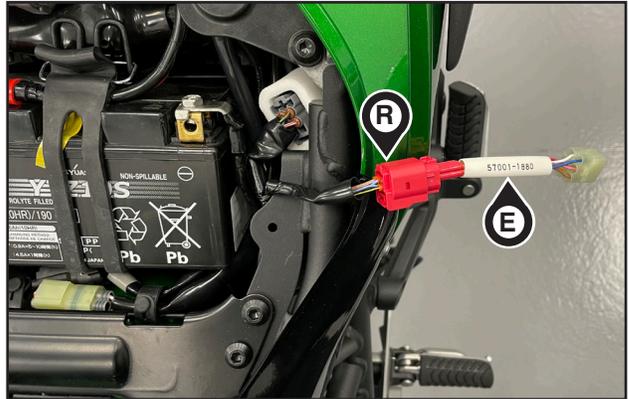
- Data Link Cable [F]
  Order Repair Kit 99999-0872
  VIN Required

NOTE:

o *Please use the same cable for subsequent repairs instead of ordering a new repair kit.*

Refer to the KVCS Connection Guide for detailed information related to cable connections.

- Remove the both seats.
- Connect cable 57001-1880 [E] to the red, fuel injection system coupler [R].

- Connect cable 57001-1843 [D] to the KVCI Device [B].
- Connect cable 57001-1843 [D] to the six pin connector [S] of cable 57001-1880 [E].
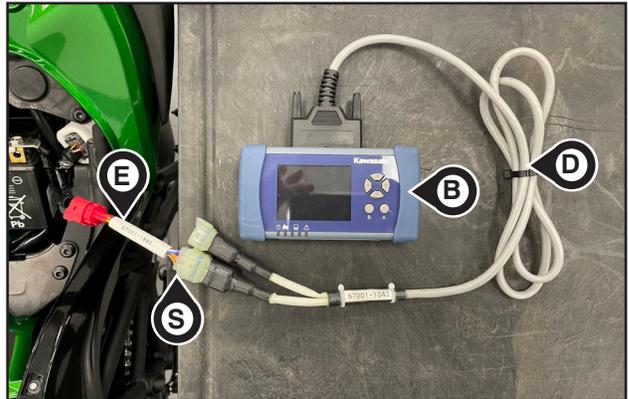
- Connect the KVCI device [B] to the KVCS computer [A] with USB cable 57001-1844 [C].

- Turn the ignition switch to the **ON** position without starting the engine.

- Switch the KVCI device to the **ON** position.

IMPORTANT NOTE:
o *Close all internet browsers before proceeding to the next step.*

- Open the KVCS software.
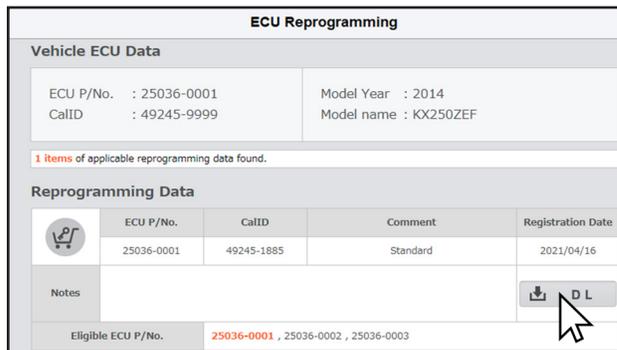- Click on the **ECU Reprogramming** button.
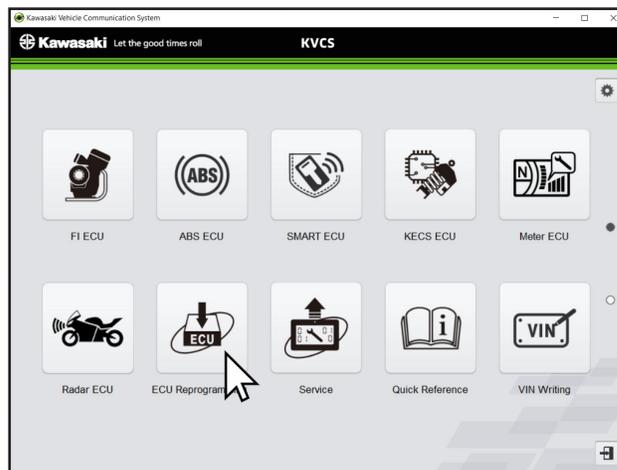
- Click on the **Meter ECU** button.
- Select United States as the Region.
- Enter your Dealer Code in ALL CAPS.
- Enter your case sensitive KVCS password issued by Kawasaki (see bulletin ST21-02).
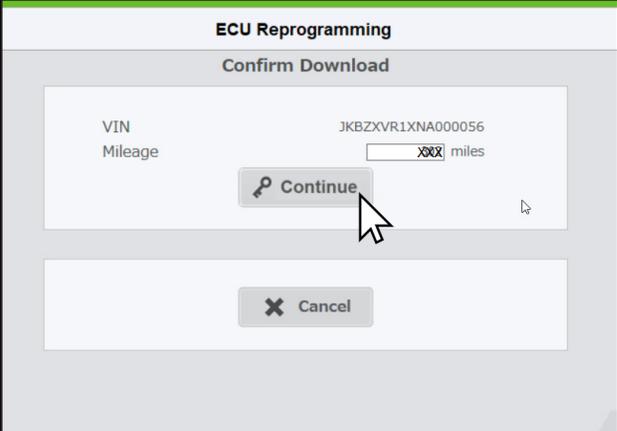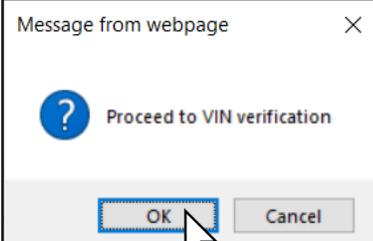- Click on the Login button.
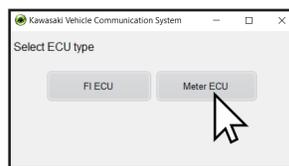
- Click on the **Next** button.
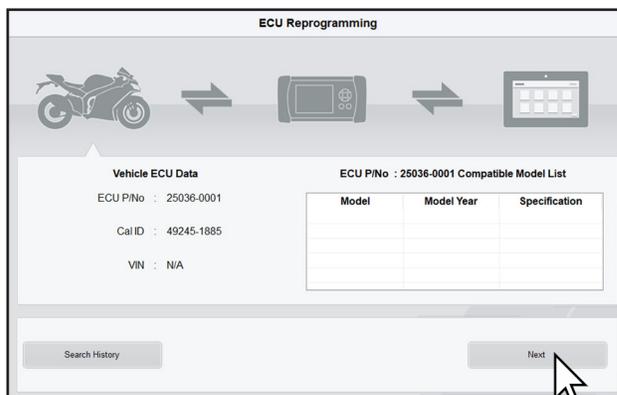
- Click on the **DL** button.

- Enter the odometer mileage.
- Click on the **Continue** button.

- Click on the **OK** button.
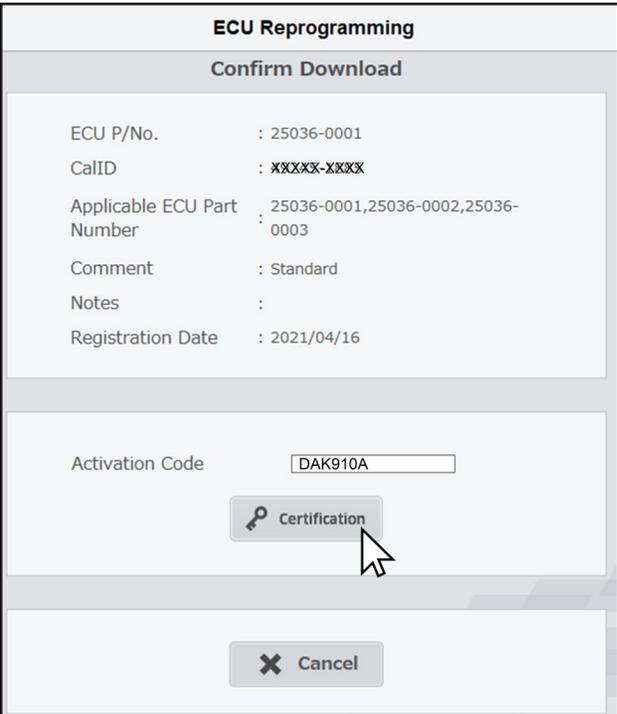
- Enter activation code **DAK910A.**
- Click on the **Certification** button.

- Click on the **OK** button.
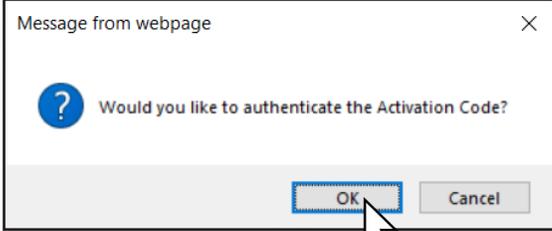
ECU Reprogramming

Confirm Download

ECU P/No.	: 25036-0001
CalID	: 49245-1885
Applicable ECU Part Number	: 25036-0001,25036-0002,25036-0003
Comment	: Standard
Notes	:
Registration Date	: 2021/04/16

Activation Code   XXXXXX

- Click on the **Download** button.

⬇ Download   ✖ Cancel

- Wait for the download to complete.

1 min
Approx.

ECU P/No.	:	25036-0001
CalID	:	49245-1885
Eligible VIN	:	JKAKXMZC4EA018490
Download Date	:	2022/09/29 10:33:53
Activation Code	:	XXXXXX

Next

ECU P/No.	:	25036-0001
CalID	:	49245-2253
Eligible VIN	:	JKBZXT02RRA000007
Download Date	:	2022/11/16 09:38:38
Activation Code	:	XXXXXX

- Click on the **Next** button once the download is complete.

Next

CLOSE ALL INTERNET BROWSWERS BEFORE PROCEEDING TO THE NEXT STEP.

- Click on the **OK** button then follow the instructions displayed on the screen to perform the meter reprogramming.
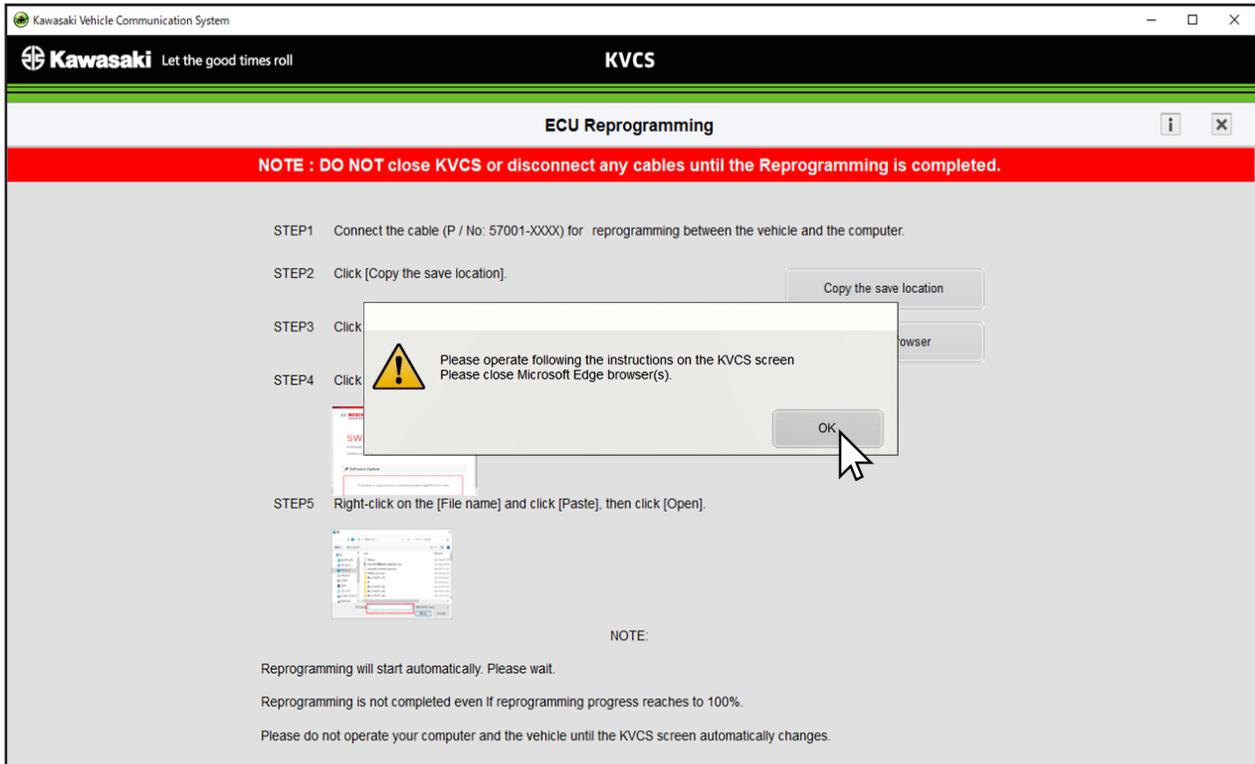
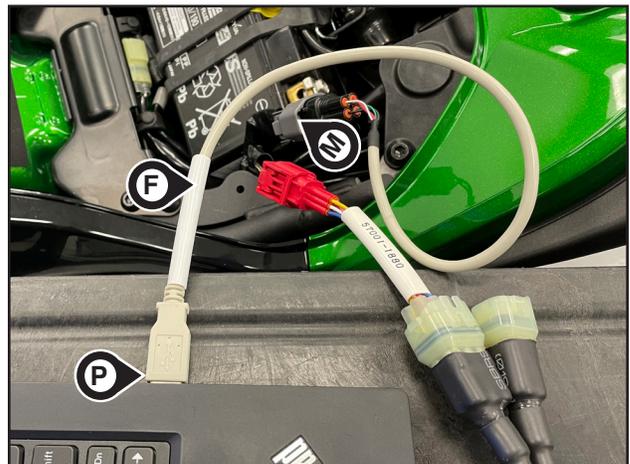STEP1   Connect the cable (P / No: 57001-XXXX) for reprogramming between the vehicle and the computer.

IMPORTANT NOTE:

o *Do not disconnect any of the previously connected cables.*

- Connect the Data Link Cable [F] (from repair kit 99999-0872) to the gray, meter communication connector [M].
- Connect the USB A connector of the Data Link Cable [F] to a second USB port [P] on the computer.
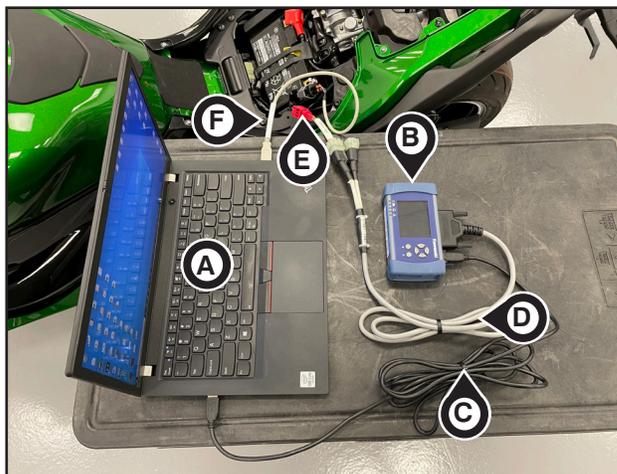
IMPORTANT NOTE:

o *All cables must remain connected during the reprogramming procedure.*

- Computer or Laptop [A]
- KVCI Device [B]
- USB Cable, 57001-1844 [C]
- Adapter Cable, 57001-1843 [D]
- Adapter Cable, 57001-1880 [E]
- Data Link Cable [F] from Repair Kit 99999-0872

STEP2	Click [Copy the save location].	Copy the save location
STEP3	Click [Open the browser].	Open the browser
STEP4	Click the area surrounded by the red dotted line.	

BOSCH
Invented for life

🔧 Software Update

Click here, or drag and drop a software update image file to this area.

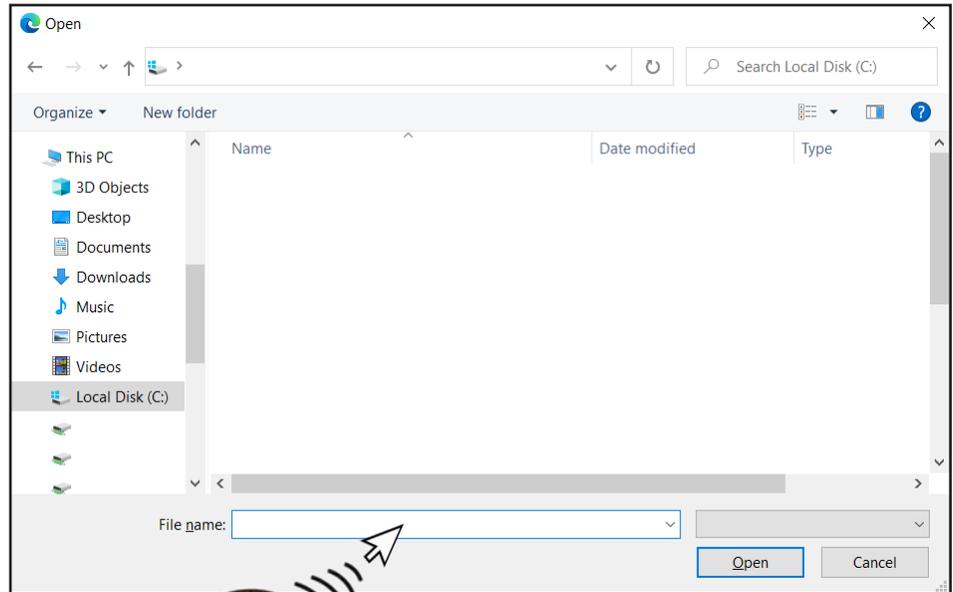**10** sec
Approx.

ⓘ Update not started.

LEFT CLICK

- Right click in the **File name** field.

- Left click on **Paste** in the menu.
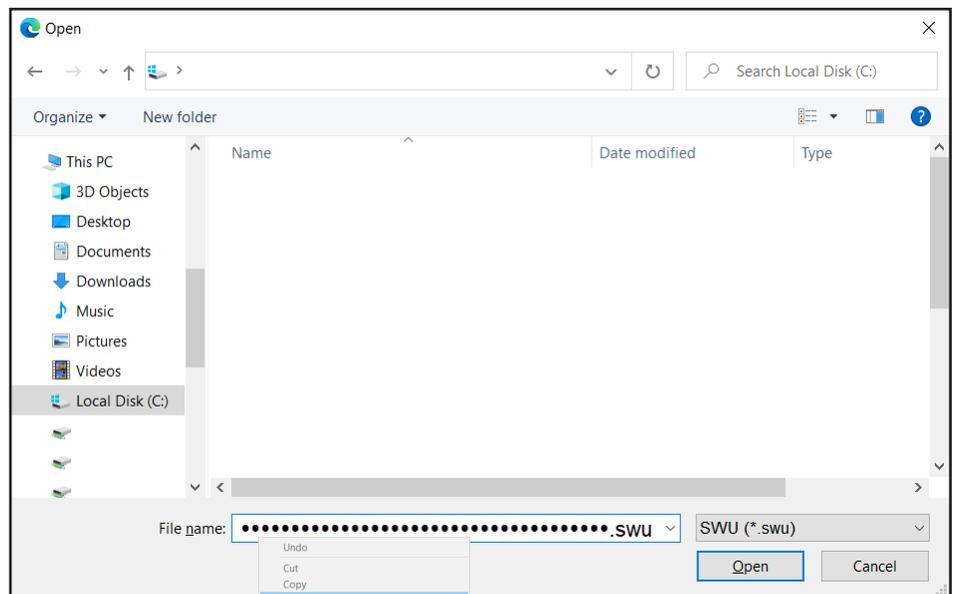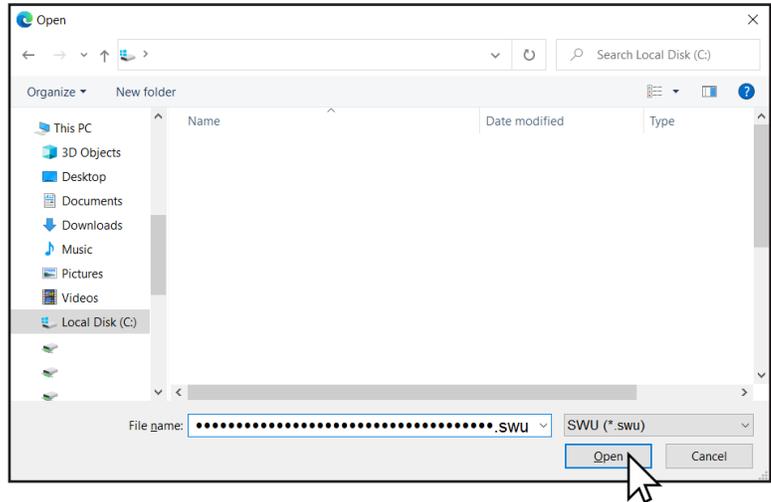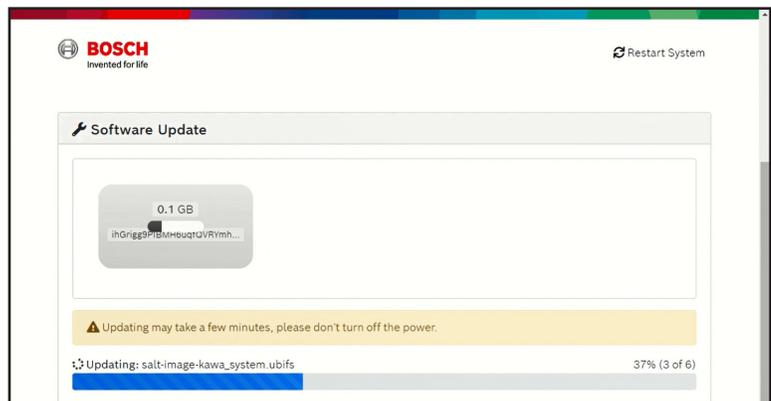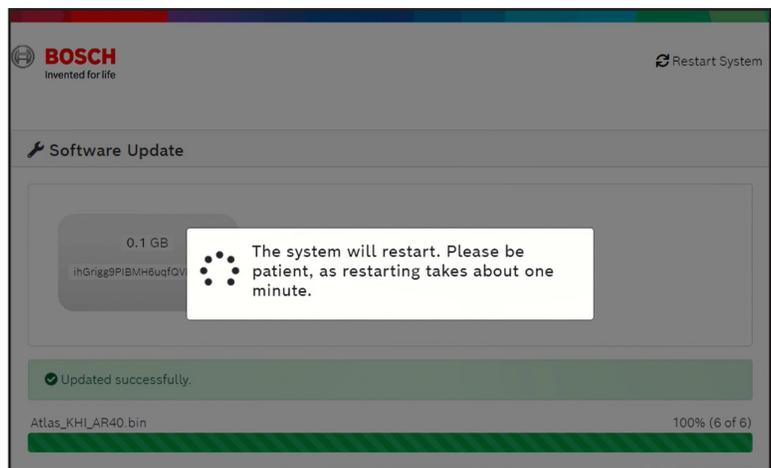
- Click on the **Open** button.

IT IS NORMAL FOR THE METER ON THE VEHCILE TO SHUT DOWN AND START AGAIN DURING THE SOFTWARE UPDATE PROCESS.
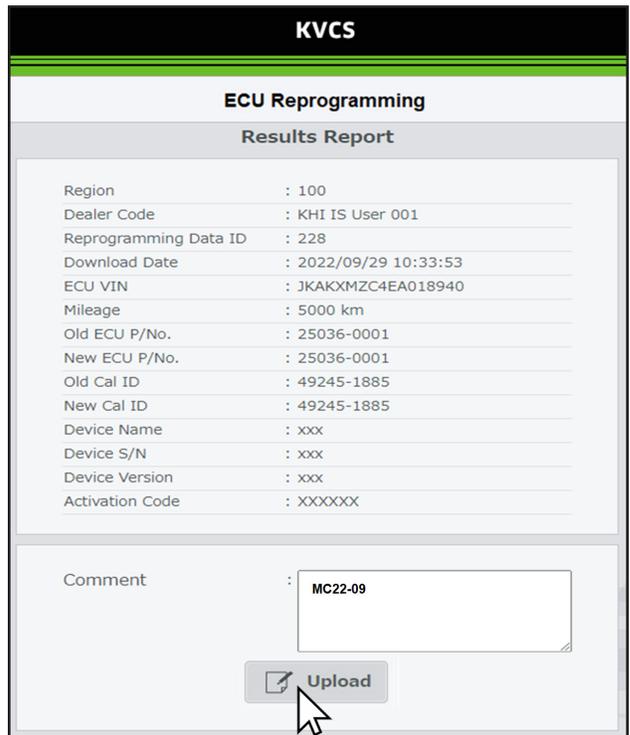

- Wait. **5** min Approx.

- Wait. **1** min Approx.

- The meter will display an **ACC** warning as shown. This is normal and will be cleared later in this bulletin.

THIS IS NORMAL

- The Results Report window will open when the reprogramming is complete.

KVCS

ECU Reprogramming

Results Report

Region	: 100
Dealer Code	: KHI IS User 001
Reprogramming Data ID	: 228
Download Date	: 2022/09/29 10:33:53
ECU VIN	: JKAKXMZC4EA018940
Mileage	: 5000 km
Old ECU P/No.	: 25036-0001
New ECU P/No.	: 25036-0001
Old Cal ID	: 49245-1885
New Cal ID	: 49245-1885
Device Name	: xxx
Device S/N	: xxx
Device Version	: xxx
Activation Code	: XXXXXX

Comment : MC22-09

Upload

- Type **MC22-09** in the Coment field.

- Click on the **Upload** button.

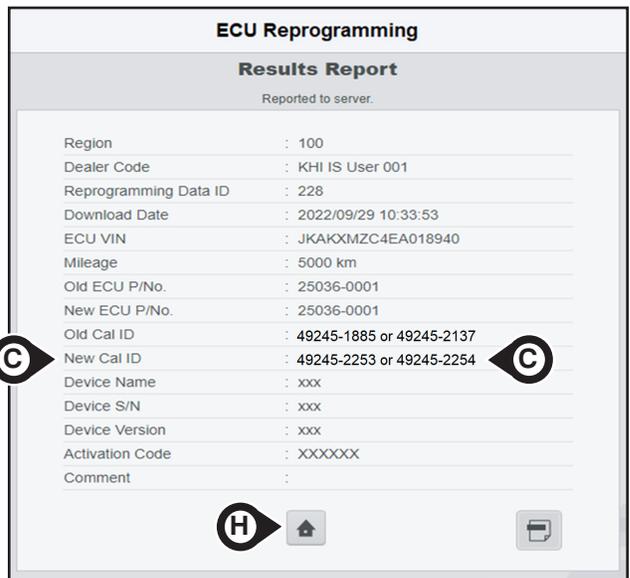- Click on the **Home button** [H] once the reprogramming results report is complete.

IMPORTANT NOTE:

o *Failure to click the Home button [H] will prevent KVCS from performing any future reprogrammings. Be sure to finish the reprogramming by clicking the Home button.*

- Use the table below to verify the New **Cal ID** [C]. The correct new **Cal ID** indicates that reprogramming was successful.

Old Cal ID	New Cal ID
49245-1885	49245-2253
49245-2137	49245-2254

★ If the New Cal ID is incorrect, repeat the reprogramming procedure, beginning on page 4.

ECU Reprogramming

Results Report

Reported to server.

|	
Region	: 100
Dealer Code	: KHI IS User 001
Reprogramming Data ID	: 228
Download Date	: 2022/09/29 10:33:53
ECU VIN	: JKAKXMZC4EA018940
Mileage	: 5000 km
Old ECU P/No.	: 25036-0001
New ECU P/No.	: 25036-0001
Old Cal ID	: 49245-1885 or 49245-2137
(C) New Cal ID	: 49245-2253 or 49245-2254 **(C)**
Device Name	: xxx
Device S/N	: xxx
Device Version	: xxx
Activation Code	: XXXXXX
Comment	:

(H) ⌂

RETURN TO THE KVCS HOME SCREEN TO CONTINUE.
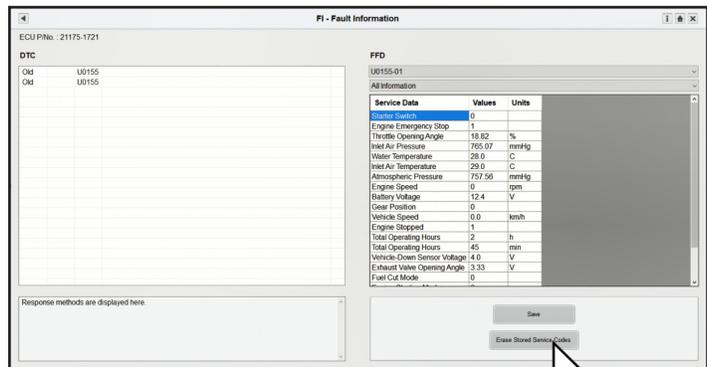
Erase Stored FI ECU Service Codes
- Click on the **FI ECU** button.
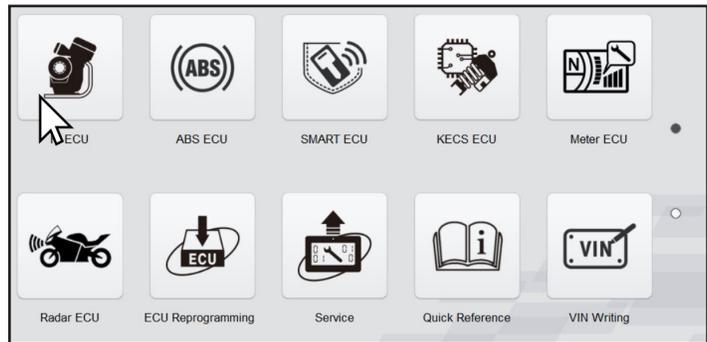
- Click on the **Diagnostics** button.
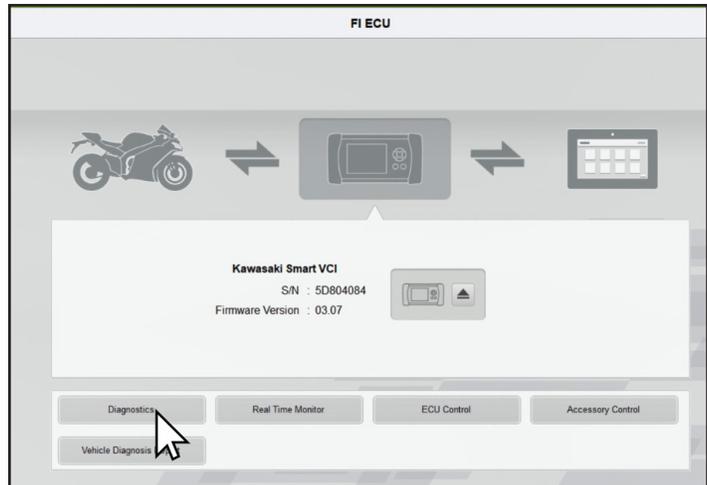
- Click on the **Erase Stored Service Codes** button to clear all FI ECU service codes.

- Click on the **OK** button to confirm **Clear all service codes**.
- Click on the **OK** button to confirm **Erase finished**.

- Verify that the **No service codes exist** message [M] is displayed indicating that all FI ECU service codes have been cleared.
- Close the FI - Fault Information window.

Erase Stored ABS ECU Service Codes

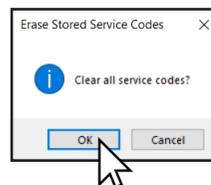• Click on the **ABS ECU** button.

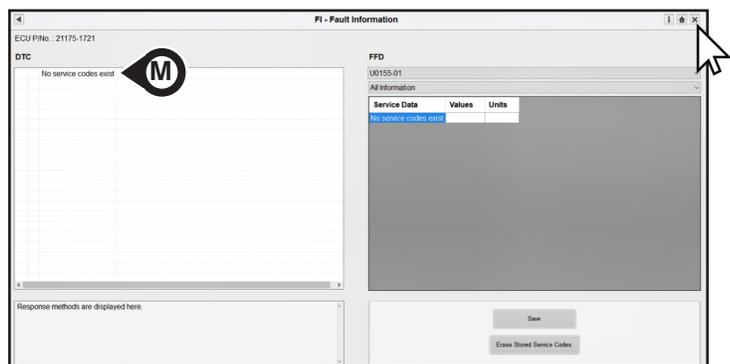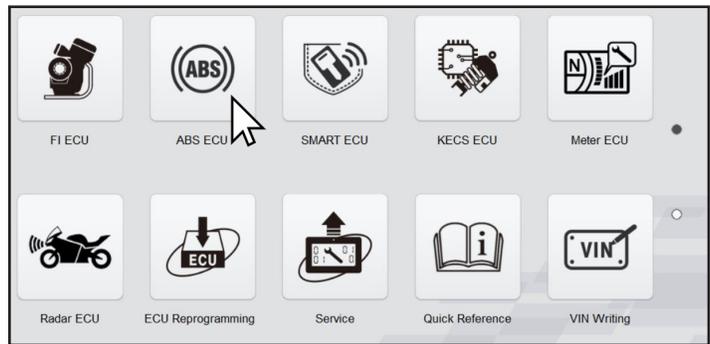• Click on the **Diagnostics** button.
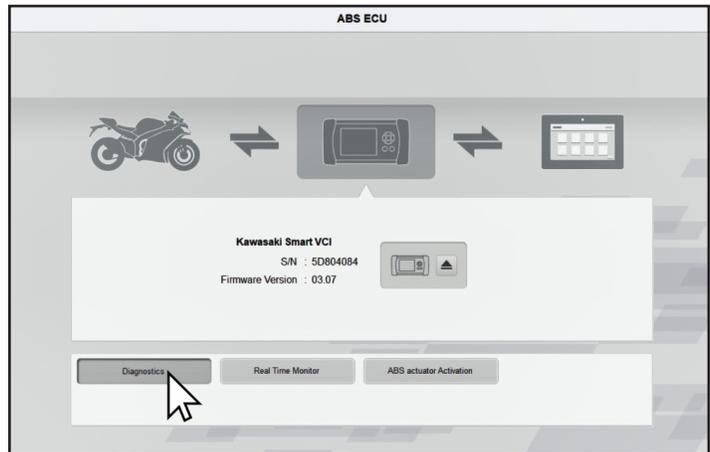
• Click on the **Erase Stored Service Codes** button to clear all ABS ECU service codes.
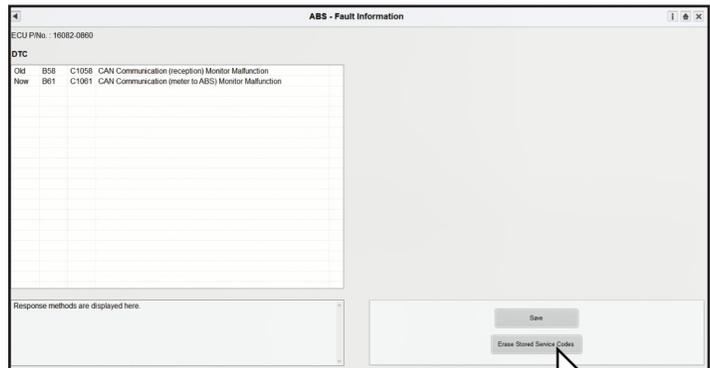
• Click on the **OK** button to confirm **Clear all service codes**.
• Click on the **OK** button to confirm **Erase finished**.

• Verify that the **No service codes exist** message [M] is displayed indicating that all ABS ECU service codes have been cleared.
• Close the ABS - Fault Information window.

Erase Stored KECS ECU Service Codes

- Click on the **KECS ECU** button.

- Click on the **Diagnostics** button.

- Click on the **Erase Stored Service Codes** button to clear all KECS ECU service codes.

- Click on the **OK** button to confirm **Clear all service codes**.
- Click on the **OK** button to confirm **Erase finished**.
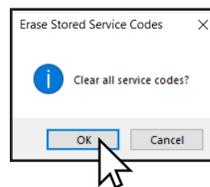
- Verify that the **No service codes exist** message [M] is displayed indicating that all KECS ECU service codes have been cleared.
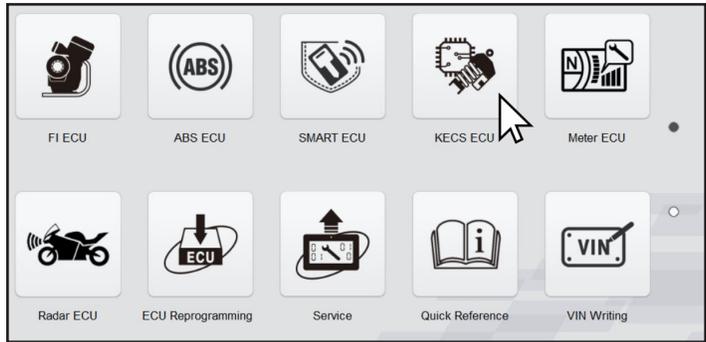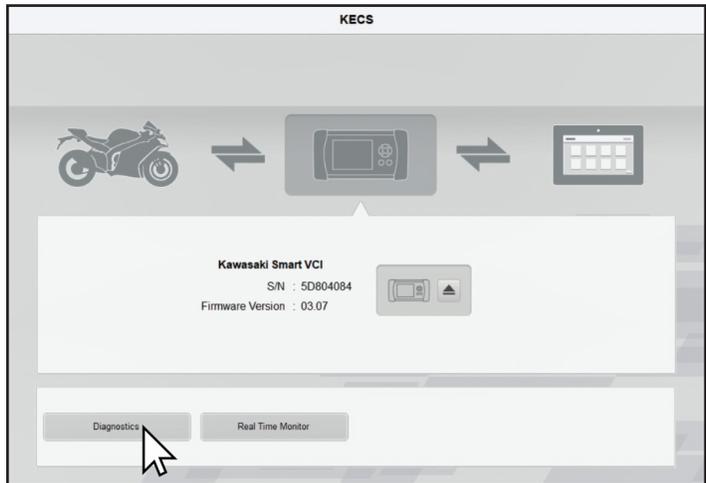- Close the KECS - Fault Information window.
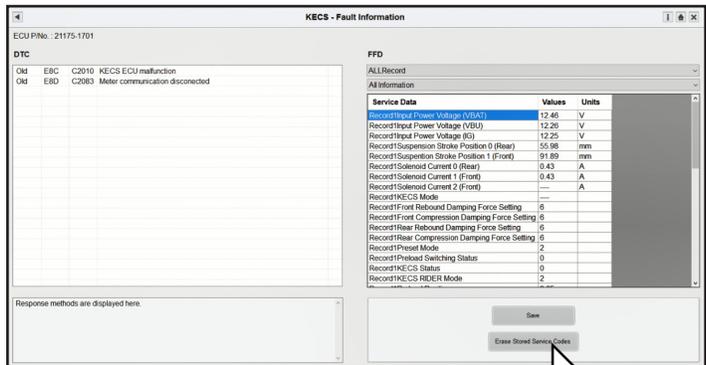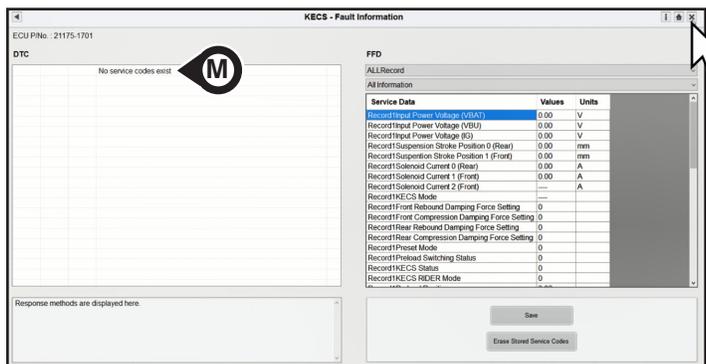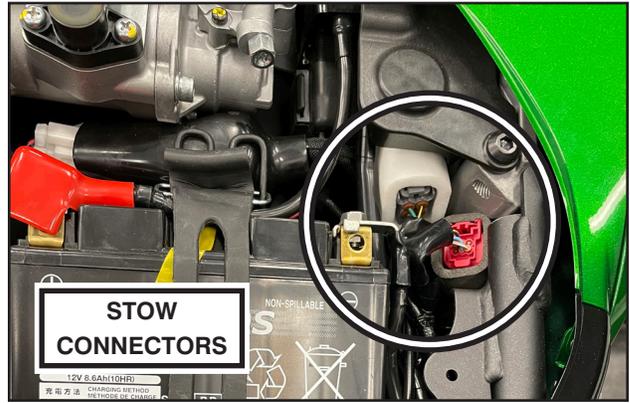
Repair Procedure - (continued)

- Close the KVCS software.
- Close all internet browswers.
- Turn the ignition switch to the **OFF** position then **wait for 10 seconds**.
- Switch the KVCI device to the **OFF** position.
- Disconnect all remaining cables from the vehicle.
- Install the diagnostic connector covers.
- Stow the diagnostic connectors.
- Install both seats.

STOW CONNECTORS

Warranty Information

This is a Recall. 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.

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.

	Reprogram Meter **ORDER** Kit 99999-0872	**Reprogram Meter** **REUSE** Cable from Kit 99999-0872
Job Code	22576	22577
Flat Rate Time	0.3 hrs	0.3 hrs
Claim Type	3	3
Part Number	99999-0872	99999-0872
Description	Kit, Meter Reprogramming	Kit, Meter Reprogramming
Quantity	1	0

NOTE:

o *Please use the same cable for subsequent repairs instead of ordering a new repair kit.*

Repair Verification

Make a white paint mark [W] on the right hand side of the head tube above the last 6 digits of the VIN to serve as repair verification.

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.*

IMPORTANT SAFETY RECALL
NHTSA RECALL NO. 22V-913

2022 NINJA H2™ SX SE METER REPROGRAMMING

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 certain 2022 Ninja H2™ SX SE model vehicles fail to conform to Federal Motor Vehicle Safety Standard No. 123, "Motorcycle Controls and Displays."

The reason for this notice:
An improper control program in the vehicle speed display may cause the speed display to fail unexpectedly during use. Operating a motorcycle without a functioning speed display 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 reprogram the multi-function meter on your motorcycle free of charge. The actual repair will take approximately 20 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's Customer Care Department 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 (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 information, VIN, and 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:

Current owner information, VIN, and copies of repair orders with payment confirmation must be provided. Claims may be denied if proper documentation is not 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.