

From: [Ann Marie L Ambrose](#)
To: [REDACTED]
Cc: [REDACTED]
Subject: ODI 11253005
Date: Wednesday, September 4, 2019 2:52:17 PM
Attachments: [H2.doc](#)

Transmission Failure of:
2019 Ninja H2, VIN: JKBZXVJ13KA [REDACTED]

Photo of damaged gear attached with arrow showing crack:
Note from an expert on engine and metals

Clearly a big problem. Not just gear tooth. Hubs have visible cracks. Looks like there is a recall out there for up to 2018. I would NOT ride until this is figured out. Is a safety issue.

Also I have attached a copy of the letter I am sending to Kawasaki

[REDACTED]
[REDACTED]
Madison Lake, MN [REDACTED]
[REDACTED]

Land [REDACTED]
Fax [REDACTED]
Cell [REDACTED]

[H2 Transmission Gear Fracture-Stress Crack.jpg](#) 2MB
[H2.doc](#) 36.5KB

Ann-Marie Ambrose
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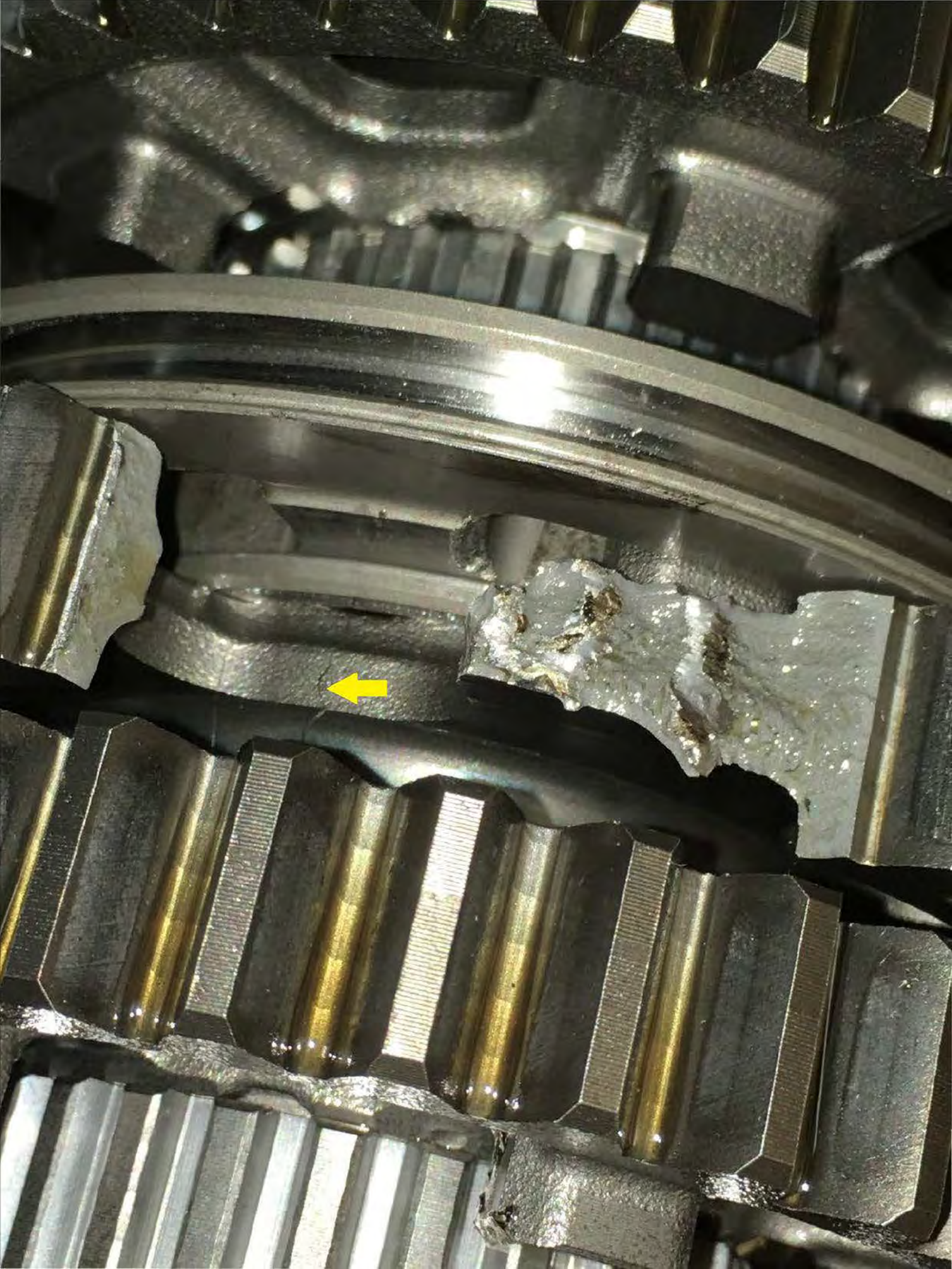
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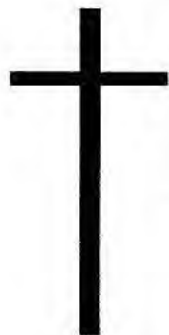
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All Saints Catholic Church - Madison Lake & Immaculate Conception - St. Clair, Minnesota



Madison Lake, MN

Phone

September 3, 2019

Ryan McCallon, Manager, Warranty and Customer Care Kawasaki Motors Corp. USA

RE: 2019 Ninja H2, VIN: JKBZXVJ13KA

I have been riding Kawasaki motorcycles for 50 years. My first motorcycle was a 1968 350 SS Avenger which I purchased when I was in High School. It wasn't till after college and seminary that I was able to purchase my second Kawasaki motorcycle, a 1979 900 Z1. I have very much appreciated that Kawasaki is able to build and sell cutting edge motorcycles that out perform other market choices. So it was in 1990 that I purchased a ZX11 – Wow what an awesome motorcycle, I had the fastest bike in Southern Minnesota and found a connection with many motorcycle riders as a Catholic priest. I traded it two years later for 1992 ZX11.

After some time in Europe I have owned a Honda CBR 900 RR and two Yamaha R1s and two Aprilia RSV4 RF motorcycles all purchased new. It was in 2017 that I purchased a 2015 Ninja H2. I had seen and read about the motorcycle and was very interested in riding one and was not disappointed. In fact I liked it so much that in the fall of 2018, I placed a down payment on a 2019 Ninja H2, which I took delivery of on April 2, 2019. And finally in May of 2019 I purchased a 2018 KLX 250.

I have never raced any motorcycle that I have owned. I have never used launch mode. I have never dumped the clutch, I have never "burned rubber" (tires are too expensive). I enjoy a powerful motorcycle for the fun of acceleration and the superb handling of a beautiful motorcycle like the Ninja H2, which has the best ergonomics of any motorcycle I have ever driven. I will be years old in October and treasure every day I can ride a motorcycle in Minnesota's short riding season.

So it is with great distress, that a flawed second gear made my Ninja H2 undrivable on Monday July 22, 2019, with less than 3000 miles. I drove the motorcycle as suggested in the manual till the first oil change and service. I seldom get even near red line and simply enjoy riding the motorcycle. The motorcycle was being shifted from 5th to 6th gear with a speed of 55 mph, when second gear lost five teeth. The clutch was pulled in and the engine switched off. The motorcycle was trailered to the dealer who diagnosed the transmission problem. A new one was ordered and installed on August 8th, 2019. It was at that time that additional damage was discovered. There is every indication that it will not be until October before this motorcycle is repaired.

Here are my concerns:

1. It seems totally unreasonable that a factory defect should require that I be without a motorcycle for over two months. It is hard for me to fathom, that the parts I need don't exist and have to be

manufactured in Japan. This is a very sophisticated “flagship” motorcycle that has to be preordered. I would think that at least one or two extra motorcycles, or least engines should be built to handle situations like mine.

2. Without making any comment about the skill level of dealer mechanics, I wonder how many mechanics in Minnesota have ever opened a Ninja H2 engine? I suspect none! Please watch Kawasaki promotional H2 video: [REDACTED] and tell me I should feel confident about a local mechanic completely tearing this engine apart and rebuilding it.

3. What other damage may have been caused by five teeth coming loose in the engine - transmission? What are the chances that other damage has occurred? What are the chances the motorcycle will seize when I am driving at a high rate of speed?

- On Aug 12th, Kathy in customer service has told me there is no chance of my getting a new motorcycle. Why not? If this happened to you, what do you think is fair?

- Kathy in customer service also told me that it was not possible to get a new engine. Why not?

- The area Kawasaki rep for Minnesota told the dealer that none exist! WOW!

- Kathy also told me that there could be no allowance for me to rent another bike while I wait for mine to be repaired.

- On Aug 19th, Kathy in customer service assured me that when the parts arrived from Japan, they would be overnighted to the dealership.

- On Aug 23rd Paul in customer service assured me that it would be shipped overnight. That didn't happen!

- On Aug 30th, Leslie in customer service told me they were “too big” to ship overnight. Really!

If this was your motorcycle, do you really think that, “Too bad you got one with a significant factory defect and will have to miss half a riding season and then live with a defective motorcycle.” Is ok?

Really “Too bad”!

I have yet to find anyone who thinks I should keep this motorcycle after it is repaired, as the chance of catastrophic failure looms. And yet I could not in good faith sell this motorcycle to someone else knowing what has happened. It certainly wouldn't be worth the normal price if I did.

BMW offered their customers a full refund when they issued a “do not ride” order on the 2014 R1200RT due to a possible suspension failure: [REDACTED]

What I want:

I would like Kawasaki to take this motorcycle, study why it failed and use the good parts in it for parts in other Ninja H2s. I don't think this motorcycle should be sold. Rather than getting my money refunded I would rather get a new Ninja H2 with a repaired transmission.

Thank you for taking time to read this. If you are unable to resolve this, to whom can I appeal?

Sincerely,

[REDACTED]