



Kawasaki Motors Corp., U.S.A.

RECEIVED
NVS-215

August 17, 2004

2004 AUG 27 A 10:28

Mr. George Person
NHTSA, Recall Analysis Division
Office of Defects Investigation Safety Assurance
400 Seventh St., S.W.
Washington, D.C. 20590

OFFICE OF
DEFECTS INVESTIGATION

Re: Recall No. 04V-373, Supplemental Information

Dear Mr. Person:

Kawasaki Motors Corp., U.S.A. ("KMC") hereby provides additional information needed to fully comply with the reporting requirements of 49CFR 573.5 (c). This correspondence supplements the previous Defect Report dated July 22, 2004.

- 8) A chronology of all principal events that were the basis for the determination that the defect related to motor vehicle safety, including a summary of all warranty claims, filed or service reports, and other information with their dates of receipt:

June 2004 – Kawasaki Heavy Industries Ltd. ("KHI") received information from Europe that front wheels were having excessive runout and started investigating.

July 16, 2004 – KHI concluded that the front wheel may contain a casting flaw which could lead to wheel failure. KHI notifies KMC of the recall action.

July 22, 2004 – KMC notifies NHTSA.

- 9) A representative copy of all notices, bulletins and other communications that relate directly to the defect or noncompliance:

Enclosed are copies of the Recall Service Bulletin mailed to all Kawasaki motorcycle dealers on July 30, 2004, as well as the customer Recall notification letter, mailed to all owners identified through Kawasaki warranty registration records on August 4, 2004.

Please contact the undersigned if there are any questions regarding information in this submission, or if additional information is required.

Sincerely,
KAWASAKI MOTORS CORP., U.S.A.


Roger F. Hagie
Director Public Affairs

Enclosures

P.O. Box 25252
Santa Ana, California
92798-5252

949/770-0400
Fax 949/460-6800
www.kawasaki.com

9950 Jeronimo Road
Irvine, California
92618-2084



RECALL

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

Eligibility

Eligible Units

Model	Vehicle Identification Number Range
ZX1000-C1/L	JKAZXCC1/4A000481 thru 017303

Please check VSI (Vehicle Service Inquiry) in K-Share or k-dealer.com for other possible repair campaigns for eligible units.

Some units will be repaired by Kawasaki prior to you receiving them. Repair can be verified using VSI in K-Share, k-dealer.com, or by the groove in the hub of the replacement wheel. See Repair Verification section for details.

Subject

On eligible units, the front wheel could contain casting flaws that affect the durability of the front wheel. Continued use of a front wheel containing casting flaws could potentially lead to failure creating the possibility of an accident resulting in injury or death.

Kawasaki Action

Inflate Recall Campaign:

Kawasaki has initiated a Recall campaign to repair all eligible units. The repair consists of replacing the front wheel.

Notify Registered Owners:

Kawasaki is sending a Recall letter to all registered owners of eligible units. A copy of the letter is printed on the last page of this bulletin.

Dealer Action

Repair Eligible Units:

Repair all eligible units, including sold units in the field and unsold units in your inventory. 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(f) requires dealers to perform Recall repairs before delivering any vehicle affected by the Recall to a purchaser.*

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 immediately after retail sale of any eligible unit. Be sure to supply the correct customer name and address. Kawasaki uses the product registration information for customer notification.

Also, if you know that the customer has moved, please submit a Customer Update to the Warranty Department.

Repair Procedure

Refer to the appropriate sections of the Service Manual for information and procedures related to parts removal and installation.

Service Manual

Model	Part Number
ZX1000-C1	99924-1322-01

S
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Repair:

- Remove the front wheel.
- Remove the front tire and brake discs from the old wheel.
- Install the new valve stem into the new wheel.
- Install the tire using a suitable commercially available tire changer.
- Adjust air pressure.

Air pressure: 2.5 kPa (2.5 kgf/cm², 36 psi)

- Install the brake discs on the front wheel with the new bolts.

Torque

Front disc mounting bolts: 27 N-m (2.8 kgf-m, 20 ft-lb)

- Check wheel balance and install weights as needed.
- Install the front wheel.

Torque

Front axle nut: 108 N-m (11 kgf-m, 81 ft-lb)

Torque

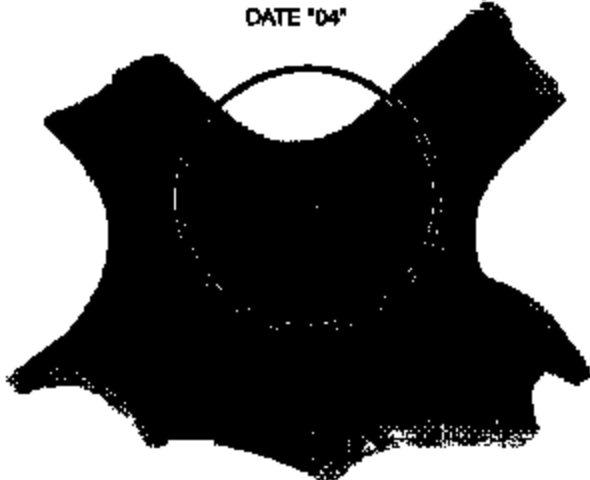
Front axle clamp bolts: 20 N-m (2.0 kgf-m, 14.5 ft-lb)

Destroy the Wheel:

A portion of the OEM wheel must be returned to Kawasaki to receive warranty reimbursement for this repair. Cut the portion of the wheel showing the manufacture date from the wheel, tag it, and return it to the following address:

Kawasaki Motors Corp., U.S.A.
ATTN: Warranty Administration
8950 Jeronimo Rd.
Irvine, CA 92618

DATE "04"



Additional time for removing the portion of the wheel has been included in the flat rate time.

Include Copy of Warranty Claim with Parts:

A printed copy of the Warranty Claim must accompany returned parts. For K-Share submitted claims print both an address label for the outside of the package and a copy of the K-Share Claim. Return the copy of the K-Share Claim with the part(s) requested. For additional return information see bulletin WTY 01-01.

- A box containing parts for more than one claim must have claim information for all parts shipped.

Parts Information

Initially, Front Wheel Kits for this Recall will be available in limited quantities. Kawasaki will allocate Kits for retail units first, starting with one per dealer at the beginning of August. Once the allocation for retail units is complete (around the end of August), Distribution Centers will release orders for units in dealership inventory.

NOTE:

- Since allocation is based on retail sales, consumers have been requested to return to their selling dealer to have this repair completed.

Kit, Front-Wheel

Part Number: 99999-0043

Kit Contents

Description	Qty
Front-Wheel Assy (with bearings, collar, oil seals)	1
Valve, Tire	1
Balancer 10g	1
Balancer 20g	1
Balancer 30g	3
Bolt, Disc	10

Warranty Information

This is a safety Recall campaign. 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.

WARRANTY INFORMATION	
Job Code	22163
Flat Rate Time	1.5 hr.
Failure Date	Same as Repair Date
Claim Type	3
Causal Part Number	99999-0043
Causal Part	Kit, Front-Wheel
Qty	1

Repair Verification

The replacement front wheel has a groove located just outside of the bearing on the left side as shown below. Some wheels have a silver groove (unpainted) and some units have been painted after the groove was cut. The presence of the groove will serve as Repair Verification.



- Repair verification is an essential part of the repair procedure. Along with the physical repair verification, check VSI (Vehicle Service Inquiry) in K-Share or k-dealer.com for other possible repair campaigns for eligible units.

NINJA® ZX-10R FRONT WHEEL REPLACEMENT WARNING AND RECALL NOTICE

Dear Kawasaki Motorcycle Owner:

This notice has been sent to you in accordance with requirements of the National Traffic and Motor Vehicle Safety Act.

The reason for this notice:

Kawasaki Motors Corp., U.S.A. has decided that a defect which relates to motor vehicle safety exists in some 2004 Ninja ZX-10R (ZX1000-C1/L) models. On eligible units, the front wheel could contain casting flaws that affect the durability of the front wheel. Continued use of a front wheel containing casting flaws could potentially lead to failure creating the possibility of a crash resulting in injury or death. Our records indicate that you have bought one of these units.

What Kawasaki and your dealer will do:

Your Kawasaki dealer will correct this problem for you at no charge. The correction will consist of replacing the front wheel. The actual repair will take up to one and a half hours but may take longer due to scheduling at the dealership and the time needed to obtain required parts.

What you must do to ensure your safety:

Please call your authorized Kawasaki motorcycle dealer to schedule an appointment and take this letter with you at the time of your appointment. **DO NOT RIDE YOUR MOTORCYCLE UNTIL THE REPAIR HAS BEEN COMPLETED.** The parts required to complete this repair will be limited initially. To minimize delay, schedule your appointment as soon as possible with the Dealer you purchased the vehicle from.

If you need help:

If you have questions or concerns that your dealer is not able to resolve, please contact Kawasaki's Consumer Services Department. If you paid for repairs resulting from the defect as described above, Kawasaki will reimburse you for your documented repair costs.

Kawasaki Motors Corp., U.S.A.
ATTN: Consumer Services Department
P.O. Box 25252

Santa Ana, California 92799-5252

(888) 802-9381 (toll-free) between 8:30 a.m. and 4:45 p.m. PT Monday through Friday.

If your dealer fails or is unable to remedy this defect without charge within a reasonable amount of time (90 days after you first attempt to obtain remedy), you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, Washington, D.C. 20590, or call the toll free Auto Safety Hotline at (888) 327-4236.

If you received this notice in error:

Our records indicate you are the current owner of the Ninja ZX-10R described in this letter. If you no longer have the vehicle described in this letter, or if it has been repaired, please help us to update our records by calling Kawasaki toll free at (888) 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.

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.

NINJA® ZX-10R FRONT WHEEL REPLACEMENT

WARNING AND RECALL NOTICE

JULY 2004

**KAWASAKI CUSTOMER
678 ELM LANE
ANYTOWN, CA 99999-6666**

**MODEL00001 TEST
ENGINE: ENGINE0006
FRAME : 0000006
VIN00006**

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The reason for this notice:

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**Kawasaki Motors Corp., U.S.A. ATTN: Consumer Services Department
P.O. Box 25252
Santa Ana, California 92799-5252
(866) 802-9381 (toll-free) between 8:30 a.m. and 4:45 p.m. PT Monday through Friday.**

OVER

If your dealer fails or is unable to remedy this defect without charge within a reasonable amount of time (60 days after you first attempt to obtain remedy), you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, Washington, D.C. 20590, or call the toll free Auto Safety Hotline at (888) 327-4238.

If you received this notice in error:

Our records indicate you are the current owner of the Ninja ZX-10R described in this letter. If you no longer have the vehicle described in this letter, or if it has been repaired, please help us to update our records by calling Kawasaki toll free at (888) 802-8381. Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

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.