



# 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 | JKAZXCC1/4A000491 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

### Initiate 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:

*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.*

### 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:

*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 | 99824-1322-01 |

**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/cm<sup>2</sup>, 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)

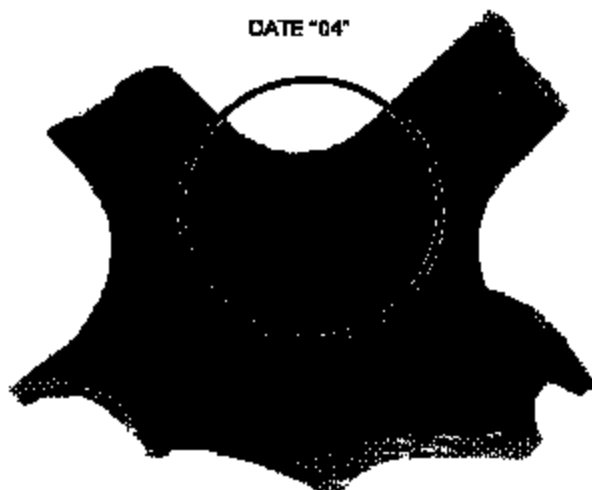
**Torque**

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  
9950 Jeronimo Rd.  
Irvine, CA 92618



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 retailed units first, starting with one per dealer at the beginning of August. Once the allocation for retailed units is complete (around the end of August), Distribution Centers will release orders for units in dealership inventory.

**NOTE:**

- o 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  |

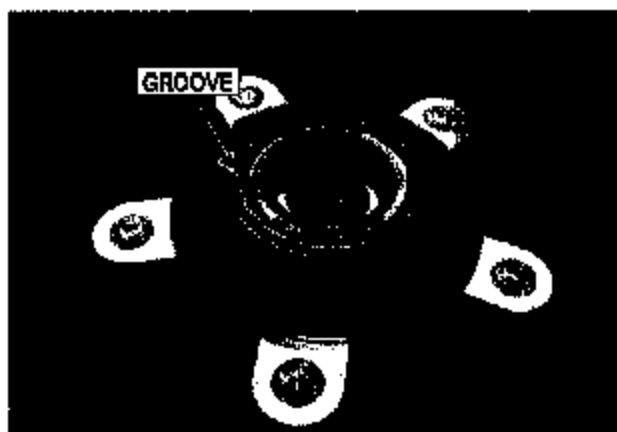
**Warranty Information**

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](http://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.