

July 19, 2010

Mr. Daniel Smith  
Associate Administrator for Enforcement  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue, SE  
Washington, D.C. 20590

Re: Recall No. 10V-323 Supplemental Information

Dear Mr. Smith:

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 6, 2010.

- 9) A representative copy of all notices, bulletins and other communications that relate directly to the defect or noncompliance: Copies of the first issued service bulletin and customer letter are attached. The service bulletin was mailed to dealers on July 16, 2010 and the customer letter began mailing on July 19, 2010. Also attached is a Service bulletin sent to dealers electronically on July 16, 2010.

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 and Government Affairs

Enclosures

**MODEL: 2009 & 2010 NINJA® 650R (EX650C9F/L, CAF/L)****TITLE: NINJA® 650R BRAKE PEDAL OPERATION**

## RECALL

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

### Eligibility

#### Eligible Units

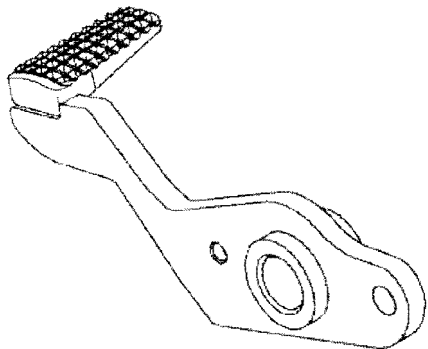
Model	Vehicle Identification Number Eligibility
EX650C9F/L EX650CAF/L	Check VIP in K-Dealer

**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.

### Subject

On eligible units, the right rear portion of the lower fairing can interfere with the operator's footwear while in the process of applying the rear brake. This could diminish the operator's control over brake force application or distract the operator, creating the potential for a crash resulting in injury or death.



### Kawasaki Action

#### Initiate Campaign

Kawasaki has initiated a Recall campaign to repair all eligible units. The repair consists of installing an updated footrest guard and fairing bracket.

#### 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 4 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? Inspection? 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.*

### 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?watercraft? 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.

### Repair Procedure

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

#### Service Manual

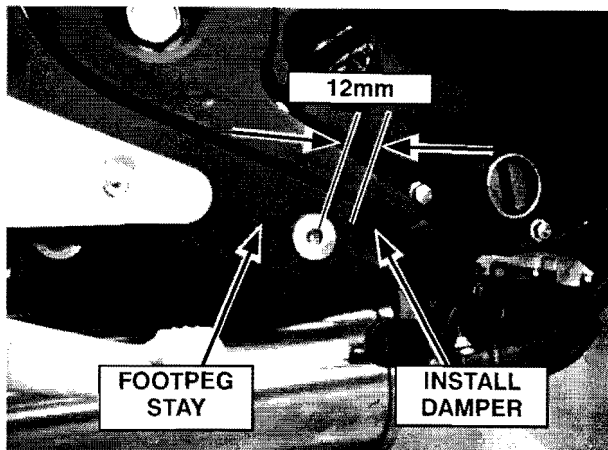
Model	Part Number
EX650C9F/L, CAF/L	99924-1419-01/02

- Remove the RH lower fairing as outlined in the "FRAME" chapter of the service manual and retain the quick rivets, bolts, and washers.



- Clean and dry the RH footpeg stay just forward of the forward mount bolt.

- Align the damper with the top of the footpeg stay and install it 12mm forward of the center of the footpeg stay forward mount bolt as shown in the photo.

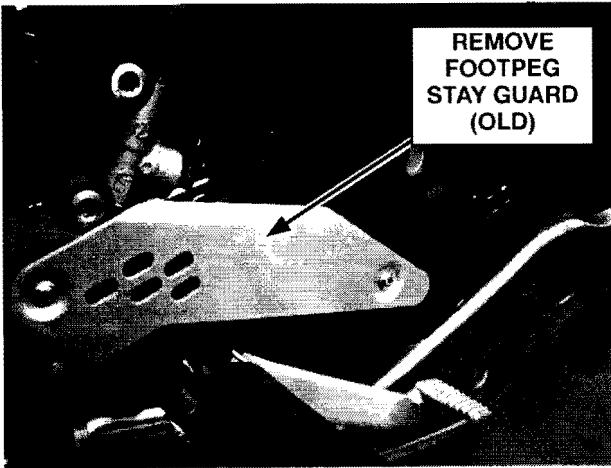


- Remove the RH lower fairing bracket as outlined in the "FRAME" chapter of the service manual. Discard the fairing bracket and bolts.

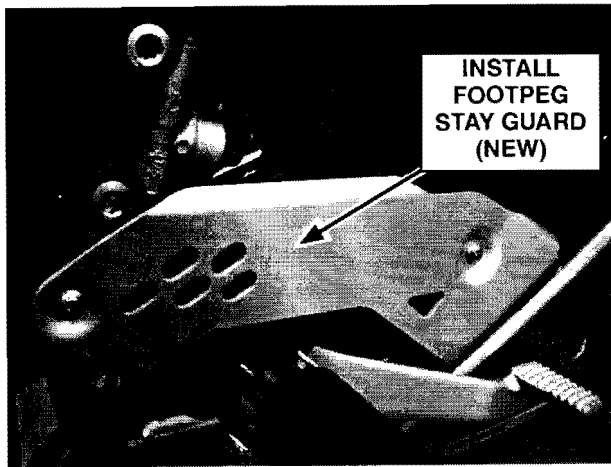


- Install new fairing bracket with new bolts from kit and tighten to 12N·m (1.2kgf·m, 106in·lb)
- Install the RH lower fairing as outlined in the "FRAME" chapter of the service manual.

- Remove the footpeg stay guard. Retain the screws and discard the guard.



- Install the new footpeg stay guard using the screws removed from the old guard.



### Parts Information

Guard Kit 99994-0220 must be installed on all eligible units.

#### Kit, Guard

KIT CONTENTS	QTY
Guard	1
Bracket	1
Damper	1
Bolt	2

#### NOTE:

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

### 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.

Refer to the following service bulletins for important new features in K-Dealer making it quicker and easier to identify units eligible for repair campaigns (1) retailed by your dealership, and (2) those new units in your dealership requiring presale repair.

WTY 08-05 Repair Campaign Eligibility Check -- New Feature of K-Dealer

WTY 08-06 Repair Campaign System – Dealer Report Changes

See the Warranty Policies and Procedures Manual (claim type 3 information) for detailed instructions when submitting the Warranty Claim.

### WARRANTY INFORMATION

Job Code	22356
Flat Rate Time	0.3 hr.
Failure Date	Same as Repair Date
Claim Type	3
Problem Part Number	99994-0220
Description	Kit, Guard
Qty	1

### Repair Verification

The installed, new guard will serve as repair verification.

#### NOTE:

- Repair verification is an essential part of the repair procedure. Along with the physical repair verification mark, check VIP (Vehicle Information Portal) in K-Dealer for other possible repair campaigns for eligible units.

## **NINJA® 650R BRAKE PEDAL OPERATION 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 2009 & 2010 NINJA® 650R (EX650C9F/L, CAF/L) models. On eligible units, the right rear portion of the lower fairing can interfere with the operator's footwear while in the process of applying the rear brake. This could diminish the operator's control over brake force application or distract the operator, creating the potential for a crash resulting in injury or death. Our records indicate that you have purchased 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 installing an updated footrest guard and fairing bracket. The actual repair will take up to 30 minutes 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.**

**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 at (866) 802-9381 (toll-free) between 8:00 a.m. and 5:00 p.m. PT Monday through Friday. Please have your Vehicle Identification Number 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 [www.safercar.gov](http://www.safercar.gov).

**If you received this notice in error:**

Our records indicate you are the current owner of the 2009 or 2010 NINJA® 650R 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](http://www.kawasaki.com) by clicking on the "OWNER INFO" link 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: Consumer Services Department  
P.O. Box 25252  
Santa Ana, California 92799-5252

Please note the following conditions for reimbursement:

- Only repairs specifically related to this recall are eligible for reimbursement. Other expenses such as towing, rental, and accommodations will not be refunded.
- 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.

# SERVICE

REF: **INFORMATION**

CODE: MC

DATE: July 16, 2010

**MODEL: 2009 & 2010 NINJA® 650R (EX650C9F/L, CAF/L)**

## TEMPORARY SERVICE INFORMATION

### Subject

Today, Kawasaki issued recall bulletin MC10-04, NINJA® 650R BRAKE PEDAL OPERATION. Due to a processing error, the vehicle eligibility database was not updated properly. As of Friday, July 16, 2010, the Vehicle Information Portal on K-Dealer will not correctly identify eligible units for this repair campaign.

### Dealer Action

Please wait until Monday, July 19, 2010 to check for VIN eligibility for repair campaign MC10-04.

### Kawasaki Action

Kawasaki has identified the processing error and the vehicle eligibility database will be updated on or before Monday, July 19, 2010.

**Kawasaki**  
Let the good times roll.™