

**MODEL: 2008~2010 NINJA® ZX™ -10R (ZX1000E8F/E8FL/E9F/E9FA/E9FAL/E9FL/FAF/FAFA/FAFAL/FAFL)  
2009~2012 NINJA ZX-6R (ZX600R9F/R9FA/R9FAL/R9FL/RAF/ RAFA/RAFAL/RAFL/RBF/RBFL/RCF/RCFL)**

**TITLE: VOLTAGE REGULATOR REPLACEMENT**

## RECALL

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

### Eligibility

#### Eligible Units

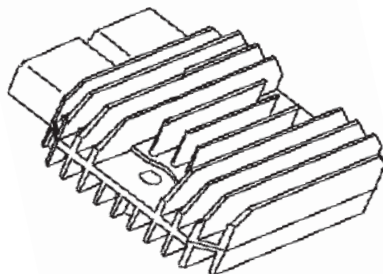
Model	Vehicle Identification Number Eligibility
ZX1000E8F/E8FL/E9F/E9FA/E9FAL/E9FL/FAF/FAFA/FAFAL/FAFL ZX600R9F/R9FA/R9FAL/R9FL/RAF/ RAFA/RAFAL/RAFL/RBF/RBFL/RCF/RCFL	Check VIP in K-Dealer

**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 voltage regulator can overheat, causing uncontrolled current output which can result in insufficient charging current being provided to the battery. This can cause discharge of the battery and can lead to engine stalling and/or a no-start condition. Engine stalling while riding can create 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 replacing the voltage regulator.

#### 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 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.*

File behind the "MC" tab in your Kawasaki "Service and Warranty" binder

### 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.

### Repair Procedure

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

### Service Manual

Model	Service Manual	Page
ZX1000E8F/E8FL/E9F/E9FA/E9FAL/E9FL/FAF/FAFA/FAFAL/FAFL	99924-1388-03	16-32
ZX600R9F/R9FA/R9FAL/R9FL/RAF/RAFA/RAFAL/RAFL/RBF/RBFL/RCF/RCFL	99924-1417-04	16-33

- Remove and replace the voltage regulator as outlined in the service manual.

### Parts Information

A voltage regulator kit must be replaced on all eligible units.

Order parts to complete the Recall through K-Dealer as outlined in Service Bulletin SP12-01. The proper VIN for each unit being repaired will be required for each part ordered.

### KIT, REGULATOR, P/N 99999-0377

KIT CONTENTS	QTY
Regulator	1

### NOTE:

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

Return any original regulators (p/n 21066-0028) in your dealer inventory to KMC for credit and submit a Credit Request on K-Dealer. Select "Defective" as the reason and type "MC12-01" in the Defective text field.

### 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.

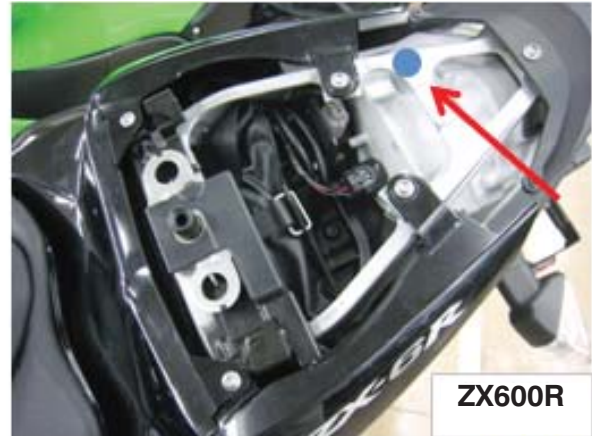
See the Warranty Policies and Procedures Manual (claim type 3 information) for detailed instructions when submitting the Warranty Claim.

### Replace Voltage Regulator

	ZX1000E8F/E8FL/E9F/E9FA/E9FAL/E9FL/FAF/FAFA/FAFAL/FAFL	ZX600R9F/R9FA/R9FAL/R9FL/RAF/RAFA/RAFAL/RAFL/RBF/RBFL/RCF/RCFL
Job Code	22378	22379
Flat Rate Time	1.0 hr	0.4 hr
Failure Date	Same as Repair Date	Same as Repair Date
Claim Type	3	3
Part Number	99999-0377	99999-0377
Description	KIT, Regulator	KIT, Regulator
Qty	1	1

## Repair Verification

After repair, make a blue paint mark on the right side of the frame under the rear seat as shown.



### NOTE:

- o *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® ZX™-6R & NINJA® ZX™-10R VOLTAGE REGULATOR 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 2008~2010 NINJA ZX-10R (ZX1000E8F/E8FL/E9F/E9FA/E9FAL/E9FL/FAF/FAFA/FAFAL/FAFL) AND 2009~2012 NINJA ZX-6R (ZX600R9F/R9FA/R9FAL/R9FL/RAF/ RAFA/RAFAL/RAFL/RBF/RBFL/RCF/RCFL) models. On eligible units, the voltage regulator can overheat, causing uncontrolled current output which can result in insufficient charging current being provided to the battery. This can cause discharge of the battery and can lead to engine stalling and/or a no-start condition. Engine stalling while riding can create 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 replacing the voltage regulator. The actual repair will take up to one hour 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.

## **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 NINJA ZX-6R or NINJA ZX-10R 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.