

**MODEL: 2011-2012 Ninja® ZX™-10R (ZX1000JBF/KBF/JCF/KCF)****TITLE: CRANKCASE OIL LEAKAGE**

## RECALL

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

### Eligibility

#### Eligible Units

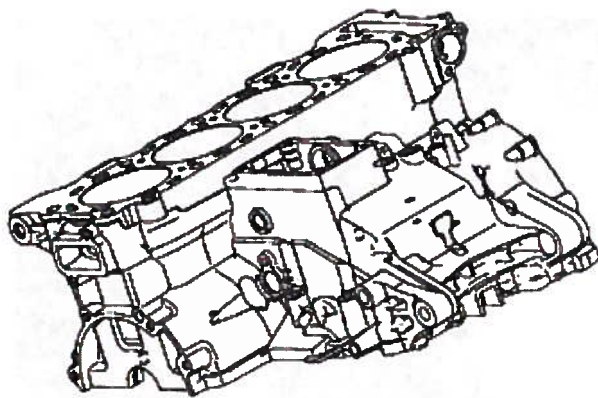
Model	Vehicle Identification Number Eligibility
ZX1000JBF/KBF/JCF/KCF	Check VIP in K-Dealer

#### 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, engine oil may leak from a machined area of the crankcase at the starter mounting point and pool on top of the crankcase. Continued use in this condition can allow oil to spill over onto the rear tire, 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 removing the starter and applying a permanent, preventative seal of the crankcase with metal epoxy.

#### 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 5 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

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Let the good times roll.™

### 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.

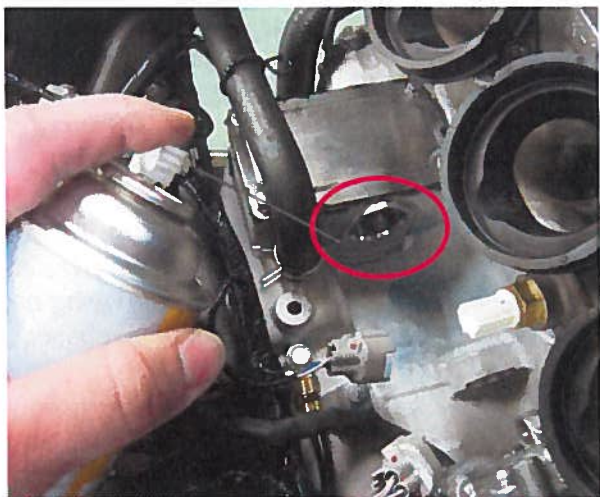
### Repair Procedure

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

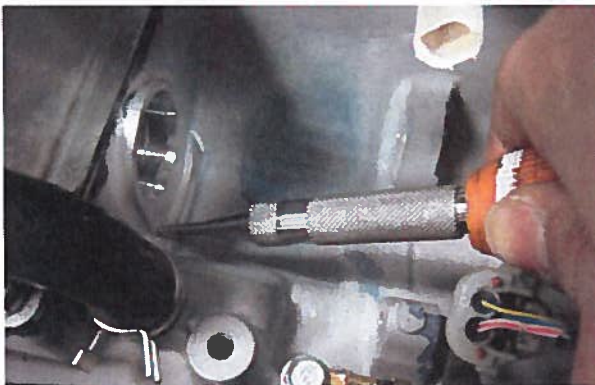
### Service Manual

Model	Service Manual
ZX1000JBF/KBF/JCF/KCF	99924-1443-03

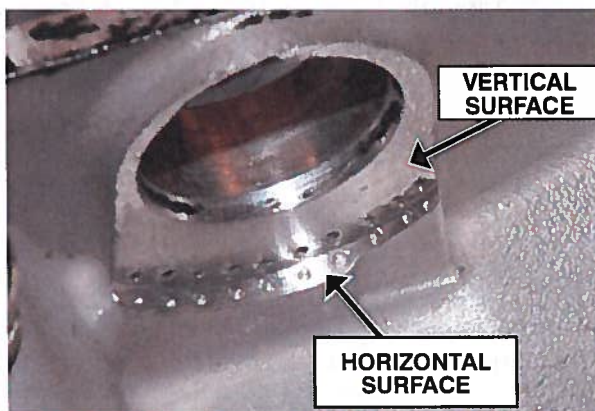
- Remove the throttle body assembly as outlined in the Service Manual.
- Remove the starter motor as outlined in the Service Manual.
- Thoroughly degrease the base of the machined area where the starter motor attaches to the crankcase.



- Using a centerpunch, make 10 punch marks 1mm above the base of the vertically-machined area as shown.



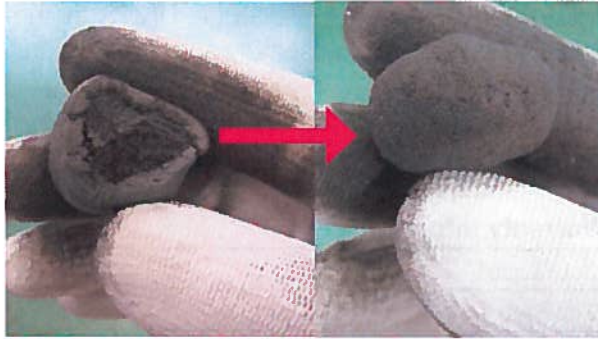
- Using a centerpunch, make another 10 punch marks along the lower edge of the horizontal surface of the machined portion of the crankcase as shown.



- Clean the machined surface around punch marks.

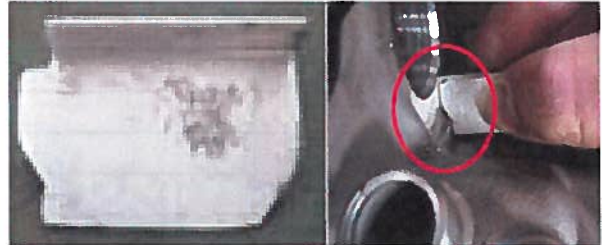


- Wear the gloves in the repair kit and remove the wrapper from the metal epoxy. The epoxy consists of two layers, a gray outer ring surrounding a black core. Thoroughly mix the two layers by kneading the epoxy for approximately two minutes until it is a uniform color.



**NOTE:**

- o *Mixed epoxy starts hardening in five to 10 minutes, and the surface may completely harden approximately one hour after mixing.*
- Press the epoxy into the case and form so that it will not interfere with the starter motor mount.
- Use the template included in the repair kit to check clearance. The surface of the epoxy should be lower than the edge of the template.



**NOTE:**

- o *The metal epoxy should be mixed completely before applying to the case.*
- Firmly press the mixed epoxy to punched the machined area and remove any excess that may spread beyond the machined area as shown.



- Reinstall the removed parts.

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**Parts Information**  
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Metal epoxy must be installed on all eligible units.

Order parts to complete the Recall through K-Dealer as outlined in Service Bulletin SP12-02. The proper VIN for each unit being repaired will be required for each part ordered.

**Sealant Kit, P/N 99999-0391**

KIT CONTENTS	QTY
Metal Epoxy	1
Punch	1
Template	1
Coolant Drain Bolt Gasket	1
Latex Gloves	2

**NOTE:**

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

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**Warranty Information**  
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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.

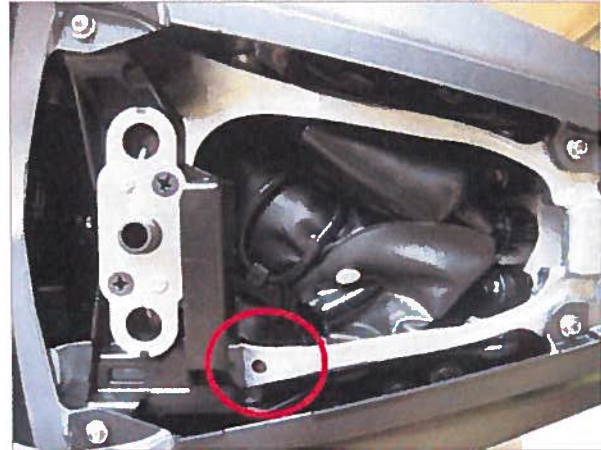
See the Warranty Policies and Procedures Manual (claim type 3 information) for detailed instructions when submitting the Warranty Claim..

**Warranty Information**

Job Code	22396
Flat Rate Time	2.0 hr.
Failure Date	Same as Repair Date
Claim Type	3
Problem Part Number	99999-0391
Description	Repair Kit
Qty	1

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**Repair Verification**  
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After repair make a white paint mark on the rear of the frame 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.

## 2011 - 2012 NINJA® ZX™ -10R CRANKCASE OIL LEAKAGE 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 2011-2012 Ninja® ZX™ -10R (ZX1000JBF/KBF/JCF/KCF) models. On eligible units, engine oil may leak from a machined area of the crankcase at the starter mounting point and pool on top of the crankcase. Continued use in this condition can allow oil to spill over onto the rear tire, creating the possibility of 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 repair consists of removing the starter and applying a permanent, preventative seal of the crankcase with metal epoxy. The actual repair will take up to two 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.

### **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 <http://www.safercar.gov>.

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

Our records indicate you are the current owner of the 2011-2012 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.

## FREQUENTLY ASKED QUESTIONS

The FAQ below is a general summary of the recall to assist you with answering questions about the campaign. If you receive any inquiries about the campaign, please refer to the information below.

### **MC 12-06 Recall Notification – 2011-2012 Ninja® ZX™-10R Crankcase Oil Leakage**

**Q: What is the condition or defect?**

A: Engine oil may leak from a machined area of the crankcase at the starter mounting point and pool on top of the crankcase. Continued use in this condition can allow oil to spill over onto the rear tire, creating the potential for a crash resulting in injury or death.

**Q: What is Kawasaki going to do?**

A: Kawasaki will initiate a Recall campaign to repair all eligible units and send a letter to owners of eligible units informing them that their motorcycle is being recalled for a safety related defect.

**Q: What does the repair consist of?**

A: The repair consists of removing the throttle body assembly and starter motor and applying a permanent, preventative seal of the crankcase with metal epoxy.

**Q: What should customers do?**

A: Customers should schedule an appointment at an authorized Kawasaki motorcycle dealer to have the crankcase sealed.

**Q: What models are affected?**

A: 2011-20012 Ninja ZX-10R and Ninja ZX-10R ABS models, approximately 4,170 units in total.

**Q: When will the recall be announced?**

A: The bulletin will be sent to dealers electronically (EDD) the night of August 6 and a paper copy mailed on August 7.

**Q: When will customers be informed?**

A: A customer letter will mail from Kawasaki on August 7.

**Q: When will parts be available?**

A: Parts are now available. Dealers should follow the normal procedure of checking K-Dealer for eligible units (both retailed and units in dealers inventory) and ordering parts as necessary. For retailed units, dealers can order parts ahead of time as outlined in Service Bulletin SP12-02.

**Q: How long will the repair take?**

A: Estimated repair time is two hours but dealers will need additional time for ordering repair parts and scheduling the repair. Customers are instructed to call their Kawasaki dealer to make an appointment.

### **Inquiries regarding this Recall:**

If you receive inquiries regarding this or any other recall campaign, please direct the caller to the appropriate extension:

Refer **dealer technical** calls to the **Product Support Hot Line** – (800) 854-3800

Refer **consumer** calls to **Consumer Services** – (866) 802-9381

**Media questions** should be directed to the **Media Hotline** – ext. 2777

**Government Agency** calls should be directed to **Russel Brenan** – ext. 2726