



Kawasaki Motors Corp., U.S.A.

August 19, 2013

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

Re: Recall No. 13V-328 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 26, 2013.

- 9) A representative copy of all notices, bulletins and other communications that relate directly to the defect or noncompliance: The copy of a service bulletin mailed to dealers on August 13, 2013 is attached. The service bulletin was an update to the bulletin mailed to dealers on August 9, 2013.

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.

A blue ink signature of Russel Brennan, written in a cursive style.

Russel Brennan
Senior Advisor, Government Relations and Public Affairs

Attachment

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9950 Jeronimo Road
Irvine, California
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REPLACES: Please discard MC13-02 dated August 2, 2013

MODEL: 2013 Ninja® 300 & 300 ABS
(EX300ADF/ADFA/ADFAL/ADFL, EX300BDFAL)

TITLE: ELECTRONIC CONTROL UNIT REPLACEMENT

RECALL

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

Eligibility

Eligible Units

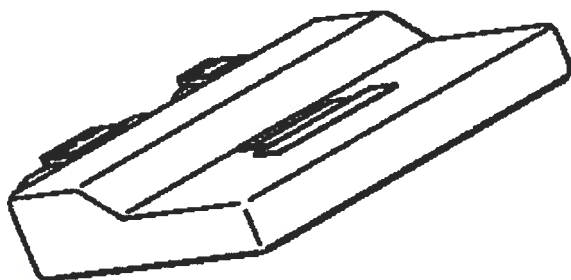
Model	Vehicle Identification Number Eligibility
EX300ADF/ADFA/ADFAL/ADFL EX300BDFAL	Check VIP in K-Dealer

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 vehicle may stall under deceleration due to an improper setting of the Electronic Control Unit (ECU). This could 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 ECU.

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.*

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.

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

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Kawasaki
Let the good times roll.™

NOTE:

- o 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.

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 Service Manual 99924-1460-01/31 for information and procedures related to parts removal and installation.

NOTICE

Never drop the ECU especially on a hard surface. Such a shock to the ECU can damage it.

- Remove and replace the ECU as outlined in service manual 99924-1460-01/31.

Parts Information

The ECU must be replaced on all eligible units.

Order parts to complete the Recall through K-Dealer as outlined in Service Bulletin SP12-02.

IMPORTANT NOTE:

- o Repair parts for new units in dealership inventory and customer owned units are different. Order repair parts according to the following tables.

IMPORTANT NOTE:

- o A blue dot next to the part number label indicates a previously retailed and reprogrammed ECU.

**IMPORTANT NOTE:**

- o Use KIT, P/N 99999-0454 or 99999-0462 for all customer owned units. If these kits are out of stock, you may receive P/N 99999-0453 or 99999-0461. If this happens, it is acceptable to use the new ECU on a customer unit.

UNITS IN DEALERSHIP INVENTORY

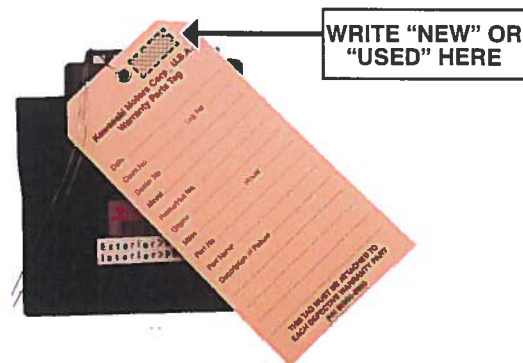
PART NUMBER OF REMOVED ECU	KIT PART NUMBER OF REPLACEMENT ECU	Remarks
21175-0793 EX300ADF/ADFA	99999-0453	New or unused reprogrammed ECU
21175-0854 EX300ADFAL/ADFL EX300BDFAL	99999-0461	

CUSTOMER UNITS

PART NUMBER OF REMOVED ECU	KIT PART NUMBER OF REPLACEMENT ECU	Remarks
21175-0793 EX300ADF/ ADFA	99999-0454	Previously retailed and reprogrammed by Kawasaki
21175-0854 EX300ADFAL/ ADFL EX300BDFAL	99999-0462	

Return the old ECU:**IMPORTANT NOTE:**

- o **You must return the old ECU with an attached completed Warranty Parts Tag to receive warranty claim reimbursement.**
- Write the word "NEW" in the top right corner of the parts tag for ECUs removed from dealer units. Write "USED" for ECUs removed from customer units.



- Place the old ECU in the box the new ECU came in.
- Place one boxed ECU, completed warranty tag, and copy of the warranty claim in the postage-paid, pre-addressed packing envelope.
- Seal the envelope and add it to your outgoing USPS mail.

REVISED		Replace ECU Dealership Inventory Units		Replace ECU Customer Owned Units	
	Model	EX300ADF, ADFA,	EX300ADFL, ADFAL, BDFAL	EX300ADF, ADFA,	EX300ADFL, ADFAL, BDFAL
	Job Code	22405	22406	22407	22408
	Flat Rate Time	0.6 hr	0.6 hr	0.6 hr	0.6 hr
	Failure Date	Same as Repair Date	Same as Repair Date	Same as Repair Date	Same as Repair Date
	Claim Type	3	3	3	3
	Part Number	99999-0453	99999-0461	99999-0454	99999-0462
	Description	ECU	ECU	ECU	ECU
	Qty	1	1	1	1

NOTE:

- o 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.

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

Repair Verification

The part number on the new ECU will serve as repair verification.

MODEL	REPAIR REQUIRED	REPAIR COMPLETE
EX300ADF/ ADFA	MA112100-9562	MA112100-9563
EX300ADFL/ ADFAL/BDFAL	MA112100-9574 OR MA112100-9573	MA112100-9575



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® 300 & 300 ABS ELECTRONIC CONTROL UNIT 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 2013 Ninja 300 & 300 ABS (EX300AD/ADFA/ADFAL/ADFL, EX300BDFAL) models. On eligible units, the vehicle may stall under deceleration due to an improper setting of the Electronic Control Unit (ECU). This could 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 electronic control unit. 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.

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

If you received this notice in error:

Our records indicate you are the current owner of the 2013 Ninja 300 & 300 ABS 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 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
2013 NINJA® 300 & 300 ABS ELECTRONIC CONTROL UNIT REPLACEMENT

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.

Q: What is the condition or defect?

A: On eligible units, the vehicle may stall under deceleration due to an improper setting of the Electronic Control Unit (ECU).

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 replacing the ECU.

Q: What should customers do?

A: Customers should schedule an appointment at an authorized Kawasaki motorcycle dealer to have the ECU replaced. **CUSTOMERS SHOULD NOT RIDE THEIR MOTORCYCLES UNTIL THE REPAIR HAS BEEN COMPLETED.**

Q: What models are affected?

A: 2013 Ninja 300 & 300 ABS (EX300ADF/ADFA/ADFAL/ADFL, EX300BDFAL)

Q: When will the recall be announced?

A: The bulletin will be sent to dealers electronically (EDD) the night of August 1, 2013 and a paper copy mailed on August 2, 2013.

Q: When will customers be informed?

A: A customer letter will mail from Kawasaki on August 5, 2013.

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 one hour but dealers will need additional time for ordering repair parts and scheduling the repair. Customers are encouraged 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