

Kawasaki Motors Corp., U.S.A.

P.O. Box 25252, Santa Ana, California 92799-5252

2016 Ninja® ZX™-10R/10R ABS STEERING DAMPER BRACKET MOUNTING BOLTS

IMPORTANT SAFETY RECALL

THIS NOTICE APPLIES TO YOUR VEHICLE

- VIN: ABCDEFG1234567890

KAWASAKI CUSTOMER
123 ELM LANE
ANYTOWN, CA 99999-1111

MODEL00001 TEST
ENGINE: ENGINE0001
FRAME : 0000001
DATE : FEBRUARY 2016

Dear Kawasaki Motorcycle Owner:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Kawasaki Motors Corp., U.S.A., has decided that a defect which relates to motor vehicle safety exists in certain 2016 Ninja® ZX™ 10R/10R ABS motorcycles.

The reason for this notice:

Kawasaki has initiated a voluntary safety Recall Campaign to replace the steering damper bracket mounting bolts on certain 2016 Ninja ZX-10R/10R ABS.

On eligible units, the steering damper bracket mounting bolts could break due to over tightening during assembly causing the steering damper bracket to detach from the frame. The unfastened steering damper bracket could result in steering interference creating the potential for a crash resulting in injury or death.

What Kawasaki and your dealer will do:

In the interest of your continued satisfaction, Kawasaki has authorized your dealer to replace the steering damper bracket mounting bolts free of charge. 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 should you do to ensure your safety?

Please call your Kawasaki dealer to schedule an appointment to have your 2016 Ninja ZX-10R/10R ABS repaired. Please have your Vehicle Identification Number (VIN) ready when calling.

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 7:30 a.m. and 4:30 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 2016 Ninja ZX-10R/10R 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 "OWNER CENTER => OWNER SUPPORT => UPDATE OWNER INFO" 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.