

MODEL: 2017 Z125 PRO**TITLE:** SHOCK ABSORBER REPLACEMENT

RECALL

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

Eligibility

Eligible Units

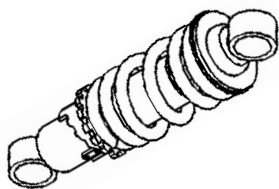
Year	Model	Vehicle Identification Number Eligibility
2017	BR125JHF/L	Check VIP in K-Dealer

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, oil could leak from the rear shock absorber due to improper seal lubrication during the manufacturing process. Under certain circumstances, this could lead to an unsafe riding condition.



Kawasaki Action

Initiate Campaign:

Kawasaki has initiated a Recall campaign to repair all eligible units. The repair consists of replacing the rear shock absorber.

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.*

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.*

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

Submit Product Registration:

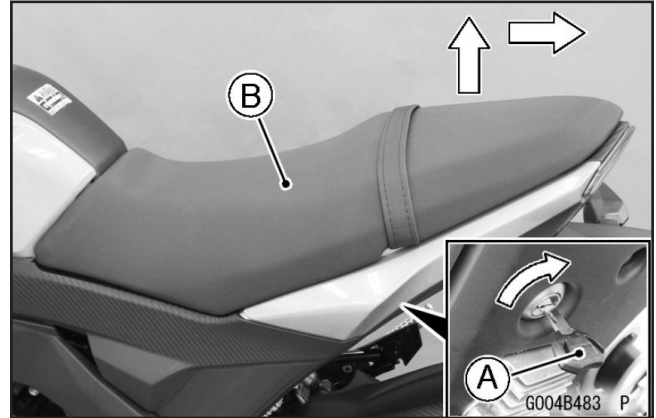
Submit the product registration to Kawasaki via K-Dealer immediately after retail sale of any eligible unit. Be sure to supply the correct customer name and mailing address. Kawasaki uses the product registration information for customer notification. Also, if you know that the customer has moved, please submit a Customer Update via K-Dealer.

Repair Procedure

Refer to the appropriate sections of Service Manual 99924-1507-02 or 99924-1507-32 for information and procedures related to parts removal and installation.

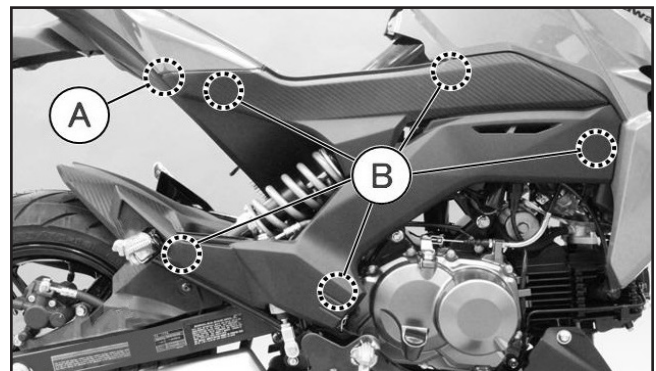
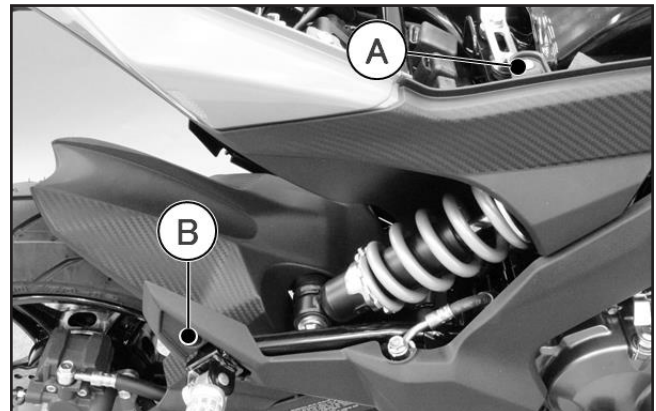
SEAT REMOVAL

1. Insert the ignition key [A] into the seat lock and turn it clockwise.
2. Pull up on the rear of the seat [B] then pull the seat rearward to remove the seat.



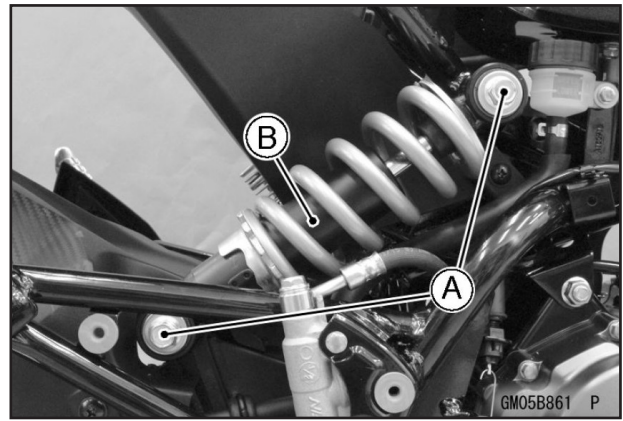
SIDE/FRAME COVER REMOVAL

1. Remove and retain screw [A].
2. Remove and retain bolt [B].
3. Unhook the side/frame cover at position [A] outward.
4. Pull the side/frame cover outward to remove the mount posts from the rubber grommets [B] (five positions).



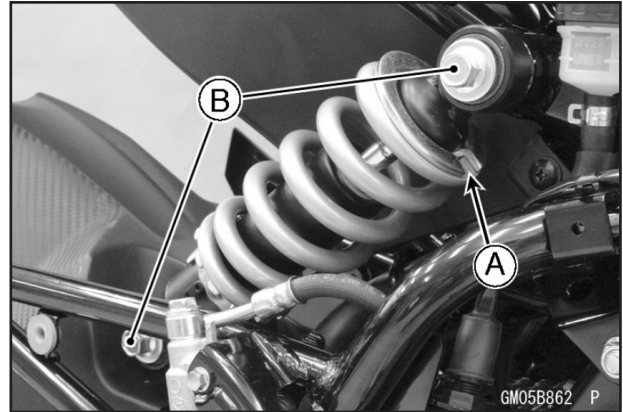
REAR SHOCK ABSORBER REMOVAL

1. Raise the rear wheel off the ground with a jack and attachment.
Jack: 57001-1238 (or equivalent)
Jack Attachment: 57001-1608 (or equivalent)
2. Remove and retain the shock absorber bolts [A].
3. Remove and discard the shock absorber [B].



REAR SHOCK ABSORBER INSTALLATION

1. Install the rear shock absorber with the spring seat groove [A] facing downward.
2. Tighten the rear shock absorber bolts [B] to 44ft lb (6.0 kgf m)
3. Install remaining removed parts in reverse order as outlined in the service manual.



Parts Information

A new shock absorber (KIT Part Number 99999-0600) must be installed on all eligible units

Order parts to complete the Recall through K-Dealer as outlined in Service Bulletin SP15-03.

Shock Absorber, KIT P/N 99999-0600

KIT CONTENTS	QTY
Shock Absorber	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.

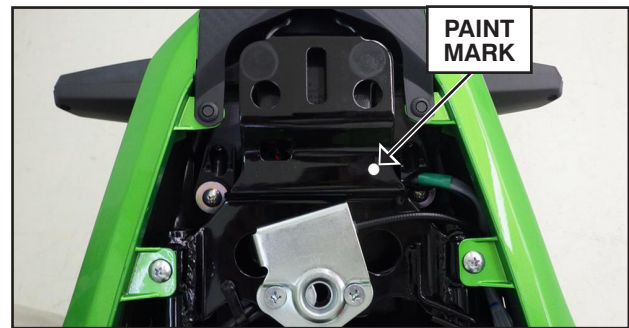
Repairs **MUST BE PERFORMED IMMEDIATELY ON ALL ELIGIBLE UNITS** in the field and during initial assembly and preparation.

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

WARRANTY INFORMATION	
Job Code	22485
Flat Rate Time	0.3 hr.
Claim Type	3
Part Number	99999-0600
Description	KIT, Shock Absorber
Qty	1

Repair Verification

Make a white paint mark on the seat bracket as shown to serve as repair verification.



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.*

2017 Z125 PRO SHOCK ABSORBER REPLACEMENT

IMPORTANT SAFETY RECALL

Dear Kawasaki Motorcycle Owner:

This notice has been 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 2017 Z125 PRO motorcycles.

The reason for this notice:

Kawasaki has initiated a safety Recall Campaign to replace the rear shock absorber on certain 2017 Z125 PRO (BR125JHF/L) motorcycles.

On eligible units, oil can leak from the rear shock absorber due to improper seal lubrication during the manufacturing process. Under certain circumstances this could lead to an unsafe riding condition. Our records indicate that you have purchased one of these units.

What Kawasaki and your dealer will do:

Kawasaki has authorized your dealer to replace the rear shock absorber, free of charge. The actual repair will take up to 30 minutes but may take longer to obtain required parts.

What should you do to ensure your safety?

Please call your Kawasaki dealer to schedule an appointment to have your 2017 Z125 PRO repaired. Please have your Vehicle Identification Number (VIN) ready when calling.

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 2017 Z125 PRO 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: Customer 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.